



DOCKET FILE COPY ORIGINAL

Barbara Galardo
1 Davis Farm Rd
Portland, ME 04102

REDACTED – FOR PUBLIC INSPECTION

June 30, 2014

By Hand

Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th St., S.W.
Washington, D.C. 20554

ACCEPTED/FILED

JUN 30 2014

Federal Communications Commission
Office of the Secretary

RE: *Connect America Fund*, WC Docket No. 10-90

Dear Ms. Dortch:

On behalf of its affiliated local exchange carriers, ("LECs"), FairPoint Communications Corp. ("FairPoint") hereby files its annual report and certifications as required by sections 54.313 and 54.422 of the Commission's rules, including rate floor data pursuant to 54.313(h).¹ A copy of the report is also being filed with the Universal Service Administrative Company, Tribal governments, where applicable, and each relevant State public service commission in which FairPoint operates as an ETC.

Portions of this filing are being made confidentially in accordance with the Federal Communications Commission's *Third Protective Order* in the above-captioned Docket WC 10-90.²

This filing contains confidential, commercially sensitive information on network outages, customer information by exchange, FairPoint's past, present and future network deployment activities, and FairPoint's engagements with Tribal governments. FairPoint requests that all of this confidential information, as indicated on the enclosed documents, be withheld from public inspection.

¹ FairPoint encloses FCC Form 481 for the 33 LECs (serving 31 study areas) listed on the last page of this cover letter. Following the 481 reports, FairPoint encloses rate floor data for the 12 study areas in which the LEC is receiving high-cost support.

² *Connect America Fund, et al.*, WC Dockets 10-90, *et al.*, Third Protective Order, DA 12-1418 (Wireline Competition Bur. & Wireless Telecom. Bur., rel. August 30, 2012).

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June 30, 2014

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Confidential treatment is appropriate for the detailed reporting of outages, which includes location, cause, duration and efforts taken to prevent further outages, the number of complaints per 1000, and the rate floor loop counts with the associated regulatory fees. This information is competitively sensitive and is not normally released to the public; release of this information could give FairPoint's competitors an advantage in the market. Section 4.2 of the Commission's rules states that reports of service disruptions are "presumed to be confidential." 47 C.F.R. §4.2.

Confidential treatment also is merited for FairPoint's unfulfilled voice and broadband service requests. This information is competitively sensitive as it may provide an indication of where FairPoint may target future service expansion. This information is not normally released to the public; release of such sensitive data could give FairPoint's competitors an advantage in the market.

In addition, the list of FairPoint's broadband price offerings is confidential and competitively sensitive. While some broadband price offerings may be publicly available on a targeted and localized basis, FairPoint has not published a companywide description of its pricing across all markets, as contained in this report. Pricing is a key component of broadband competition and is not normally released to the public on this scale. Release of such sensitive data could give FairPoint's competitors an advantage in the market.

Finally, confidential treatment of FairPoint's Tribal engagements is appropriate. FairPoint has not published the details of its Tribal engagements as this data is customer-specific. Release of such sensitive data could give FairPoint's competitors an advantage in the market.

In accordance with the Third Protective Order, FairPoint's Stamped Confidential Documents have been marked, "CONFIDENTIAL INFORMATION — SUBJECT TO THIRD PROTECTIVE ORDER IN WC DOCKET NOS. 10-90, 07-135, 05-337, 03-109, GN DOCKET NO. 09-51, CC DOCKET NOS. 01-92, 96-45, WT DOCKET NO. 10-208 BEFORE THE FEDERAL COMMUNICATIONS COMMISSION." In addition to the copy provided herewith, two copies of the Stamped Confidential Documents are included for the Wireline Competition Bureau.

FairPoint also provides two redacted versions of each document, marked: "REDACTED – FOR PUBLIC INSPECTION," in accordance with the Third Protective Order.



June 30, 2014

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Please contact me if you have any questions.

Sincerely,

A handwritten signature in black ink that reads "Barbara B. Galardo" followed by a stylized monogram "BB".

Barbara B. Galardo, Director Cost & Access

Enclosures



June 30, 2014

REDACTED – FOR PUBLIC INSPECTION

FairPoint Affiliated Local Exchange Carriers:

Bentleyville Communications Corp.
Berkshire Telephone Corp.
Big Sandy Telecom, Inc.
Chautauqua & Erie Telephone Corp.
China Telephone Co.
Chouteau Telephone Company
Columbine Telecom Company
Columbus Grove Telephone Company
Community Service Telephone Company
C-R Telephone Company
The El Paso Telephone Company
Ellensburg Telephone Company
FairPoint Communications Missouri, Inc.
FairPoint Vermont Inc.
Germantown Independent Telephone Co.
GTC, Inc. [Floral]a
GTC, Inc. [Perry]
GTC, Inc. [St Joe]
Maine Telephone Company
Marianna-Scenery Hill Telephone Co.
Northern New England Telephone Operations (Maine)
Northern New England Telephone Operations (NH)
Northland Telephone Company of Maine, Inc.
Sidney Telephone Company
Odin Telephone Exchange, Inc.
Orwell Telephone Company
Peoples Mutual Telephone Company
Standish Telephone Co.
Sunflower Telephone Co./Bluestem Telephone Co.
Sunflower Telephone Company, Inc.
Taconic Telephone Corp.
Telephone Operating Company of Vermont
YCOM Networks, Inc.



June 30, 2014

Connect America Fund, WC Docket No. 10-90

REDACTED – FOR PUBLIC INSPECTION

Bentleyville Communications Corp.

FCC Form 481 - Carrier Annual Reporting Data Collection Form		FCC Form 481 OMB Control No. 3060-0086/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code 170145
 <015> Study Area Name BENTLEYVILLE TEL CO
 <020> Program Year 2015
 <030> Contact Name: Person USAC should contact with questions about this data Barbara Galardo
 <035> Contact Telephone Number: 2075254126 ext. Number of the person identified in data line <030>
 <039> Contact Email Address: Email of the person identified in data line <030> bgalardo2fairpoint.com

ACCEPTED/FILED
JUN 30 2014

Federal Communications Commission
 Office of the Secretary

ANNUAL REPORTING FOR ALL CARRIERS		54.313 Completion Required	54.422 Completion Required
		(check box when complete)	
<100> Service Quality Improvement Reporting	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<200> Outage Reporting (voice)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<210> [REDACTED] <- check box if no outages to report		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<300> Unfulfilled Service Requests (voice)	[REDACTED]	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<310> Detail on Attempts (voice)	[REDACTED] (attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<320> Unfulfilled Service Requests (broadband)	[REDACTED]	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<330> Detail on Attempts (broadband)	[REDACTED] (attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<400> Number of Complaints per 1,000 customers (voice)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<410> Fixed	[REDACTED]	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<420> Mobile	0.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<430> Number of Complaints per 1,000 customers (broadband)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<440> Fixed	[REDACTED]	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<450> Mobile	0.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<500> Service Quality Standards & Consumer Protection Rules Compliance	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<510> [REDACTED]	(attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<600> Functionality in Emergency Situations	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
[REDACTED]	(attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<610> [REDACTED]		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<700> Company Price Offerings (voice)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<710> Company Price Offerings (broadband)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<800> Operating Companies and Affiliates	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<900> Tribal Land Offerings (Y/N)?	(if yes, complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1000> Voice Services Rate Comparability	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1010> [REDACTED]	(attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1100> Terrestrial Backhaul (Y/N)?	(if not, check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1110> [REDACTED]	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1200> Terms and Condition for Lifeline Customers	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers			
<2000>	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<2005>	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet			
<3000>	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<3005>	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

(100) Service Quality Improvement Reporting Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	170145
<015> Study Area Name	BENTLEYVILLE TEL CO
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035> Contact Telephone Number - Number of person identified in data line <030>	2073251126 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

<110> Has your company received its ETC certification from the FCC?	(yes / no) <input type="radio"/> <input checked="" type="radio"/>
If your answer to line <110> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC?	(yes / no) <input type="radio"/> <input type="radio"/>

If your answer to line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

Name of Attached Document

Please check these boxes below to confirm that the attached document(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

- <113> Maps detailing progress towards meeting plan targets
- <114> Report how much universal service (USF) support was received
- <115> How (USF) was used to improve service quality
- <116> How (USF) was used to improve service coverage
- <117> How (USF) was used to improve service capacity
- <118> Provide an explanation of network improvement targets not met in the prior calendar year.

<010>	Study Area Code	170149
<015>	Study Area Name	HEINLEYVILLE TWP, CO
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Debrah Olsredo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2033551126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalarcd@algonquin.com

Page 3

(900) Tribal Lands Reporting Data Collection Form		FCC Form 481 OMB Control No. 3060-0096 / OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	170149
<015> Study Area Name	BENTLEYVILLE TRL CO
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Barbara Orlando
<035> Contact Telephone Number - Number of person identified in data line <030>	2075154126 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	bgarland@fairpoint.com

<910> Tribal Land(s) on which ETC Serves	
--	--

<920> Tribal Government Engagement Obligation	
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Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) Includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select (Yes, No, NA)
<input checked="" type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

(1100) No Terrestrial Backhaul Reporting Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	170165
<015> Study Area Name	BENTLEYVILLE TEL CO
<020> Program Year	2013
<030> Contact Name - Person USAC should contact regarding this data	Barbara Galardi
<035> Contact Telephone Number - Number of person identified in data line <030>	2076354728 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	bgalardi@fairypoint.com

Please check this box to confirm no terrestrial backhaul
<1120> options exist within the supported area pursuant to § 54.313(G) ☐

Please check this box to confirm the reporting carrier offers
<1130> broadband service of at least 1 Mbps downstream and 256 kbps
upstream within the supported area pursuant to § 54.313(G) ☐

(1200) Terms and Condition for Lifeline Customers		FCC Form 481
Lifeline		OMB Control No. 3060-0986/OMB Control No. 3060-0819
Data Collection Form		July 2013

<010>	Study Area Code	170145
<015>	Study Area Name	BENTLEYVILLE TEL CO
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Orlando
<035>	Contact Telephone Number - Number of person identified in data line <030>	2015344326 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bos@red360fairpoint.com

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

Name of Attached Document

<1220> Link to Public Website

HTTP www.teliffa.net/fairpoint/tier.asp?cid=1666

*Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, ☒
- <1222> Details on the number of minutes provided as part of the plan, ☒
- <1223> Additional charges for toll calls, and rates for each such plan. ☒

(2000) Price Cap Carrier Additional Documentation Data Collection Form <i>Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers</i>	FCC Form 481 OMB Control No. 1060-0186/OLB Control No. 1060-0819 July 2013
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<010>	Study Area Code	110145
<015>	Study Area Name	BENTLEYVILLE, PA, CO
<020>	Program Year	2014
<025>	Contact Name - Person USAC should contact regarding this data	BENTLEY, ONYX
<030>	Contact Telephone Number - Number of person identified in data line <025>	201334124 ext.
<035>	Contact Email Address - Email Address of person identified in data line <025>	bentley@fairmont.com

CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e) the information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting	
<2010>	2nd Year Certification (47 CFR § 54.313(b)(1))
<2011>	3rd Year Certification (47 CFR § 54.313(b)(2))
Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.313(d))	
<2012>	2013 Frozen Support Certification
<2013>	2014 Frozen Support Certification
<2014>	2015 Frozen Support Certification
<2015>	2016 and Future Frozen Support Certification
Price Cap Carrier Connect America NC Support (47 CFR § 54.313(d))	
<2016>	Certification Support Used to build broadband
Connect America Phase II Reporting (47 CFR § 54.313(e))	
<2017>	2nd year Broadband Service Certification
<2018>	5th year Broadband Service Certification
<2019>	Interim Progress Certification
<2020>	Please check the box to confirm that the attached document(s), on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.
<2021>	Interim Progress Community Anchor Institutions

Name of Attached Document Using Required Information

(2009) Rules Of Return Center Additional Documentation		ROC Form 431
Data Collection Form		OMB Control No. 3045-0044/NAF Control No. 3045-0044
July 2013		July 2013
(401a) Study Area Code	170145	
(401b) Study Area Name	BOSTON/MASS 338-00	
(402) Program Year	2013	
(403a) Contact Name - Person USAID should contact regarding this data	Barbara Gallardo	
(403b) Contact Telephone Number - Number of person identified in data line (403a)	2015154126 ext.	
(403c) Contact Email Address - Email Address of person identified in data line (403a)	barbara.gallardo@usaid.gov	
<small>Check the box below to indicate compliance with the five year or shorter quality plan (pursuant to 87 CFR § 54.313(g)(2)) for privately funded entities, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(g)(2). (Number certify that the information reported on this form is in the documents attached below is accurate.)</small>		
(301a) Progress Report on 3 Year Plan Performance Certification (87 CFR § 54.313(g)(1)(i))	<div style="border: 1px solid black; height: 20px; width: 100%;"></div> <p style="text-align: center; font-size: small;">Name of Attached Document Including Required Information</p>	
<p>Please check this box to confirm that the attached document(s), on line 301a contains the required information pursuant to § 54.313(g)(1)(i). The carrier shall provide the number, name, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.</p>		
(301b) Community Anchor Institutions (87 CFR § 54.313(g)(1)(i))	<div style="border: 1px solid black; height: 20px; width: 100%;"></div> <p style="text-align: center; font-size: small;">Name of Attached Document Including Required Information</p>	
(301c) Is your company a Privately Held RDT Center (87 CFR § 54.313(g)(2))	<p>(Yes/No) <input checked="" type="radio"/> Yes <input type="radio"/> No</p>	
(301d) If yes, does your company file a 990 annual report	<p>(Yes/No) <input checked="" type="radio"/> Yes <input type="radio"/> No</p>	
<p>Please check these boxes to confirm that the attached document(s), on line 301c, contains the required information pursuant to § 54.313(g)(2) compliance requirements:</p>		
(301e) Electronic copy of their annual RUS reports (Operating Report for Telecommunications Services)	<p><input type="checkbox"/></p>	
(301f) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows	<p><input type="checkbox"/></p>	
(301g) If the response is yes on line 301d, attach your company's RUS annual report and a required document	<div style="border: 1px solid black; height: 20px; width: 100%;"></div> <p style="text-align: center; font-size: small;">Name of Attached Document Including Required Information</p>	
(301h) If the response is no on line 301d, is your company audited?	<p>(Yes/No) <input type="radio"/> Yes <input checked="" type="radio"/> No</p>	
<p>If the response is yes on line 301h, please check the box below to confirm your submission, on line 301g pursuant to § 54.313(g)(2), is accurate:</p>		
(301i) Is a copy of their audited financial statement(s) or (if) a financial report is a format comparable to RUS Operating Report for Telecommunications	<p><input type="checkbox"/></p>	
(301j) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows	<p><input type="checkbox"/></p>	
(301k) Management letter issued by the independent certified public accountant that performed the company's financial audit	<p><input type="checkbox"/></p>	
<p>If the response is no on line 301h, please check the box below to confirm your submission, on line 301g pursuant to § 54.313(g)(2), is accurate:</p>		
(301l) Copy of their financial statement which has been submitted to review by an independent certified public accountant; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications	<p><input type="checkbox"/></p>	
(301m) Underlying information subjected to a review by an independent certified public accountant	<p><input type="checkbox"/></p>	
(301n) Underlying information subjected to an officer certification	<p><input type="checkbox"/></p>	
(301o) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows	<p><input type="checkbox"/></p>	
(301p) Attach the work sheet including required information	<div style="border: 1px solid black; height: 20px; width: 100%;"></div> <p style="text-align: center; font-size: small;">Name of Attached Document Including Required Information</p>	

Certification - Reporting Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-9986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	170145
<015> Study Area Name	BENTLEYVILLE TEL CO
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035> Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier:	BENTLEYVILLE TEL CO
Signature of Authorized Officer:	CERTIFIED ONLINE Date 06/24/14
Printed name of Authorized Officer:	Mike Skrivan
Title or position of Authorized Officer:	VP Regulatory
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	170145 Filing Due Date for this form: 07/01/2014
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Attachments

FCC Form 481

Line 100- Service Quality Improvement Reporting
{47 CFR 54.313(a)(1)}

In the FCC's Public Notice DA 14-951, released May 1, 2014, the FCC waived the requirement for price cap ETCs to file a five-year plan.¹

¹ The Public Notice stated, in relevant part:

We now grant a waiver of this requirement for price cap ETCs for an additional year. Because the Bureau just finalized the Connect America Cost Model, and price cap carriers have not yet had the opportunity to make a state-level commitment for Connect America Phase II, we find that it is not in the public interest to require price cap ETCs to file new five-year plans in 2014 for the same reason as last year: they do not yet know which areas they will be serving in the future.


Bentleyville Telephone Co.
170145
Line 310

For the period January 1, 2013 through December 31, 2013, Bentleyville Telephone Co. (SAC #170145) had



Bentleyville Telephone Co.
170145
Form 330

For the period January 1, 2013 through December 31, 2013, Bentleyville Telephone Co. (SAC #170145) had

A solid black rectangular redaction box covering the text that would follow the sentence.

Bentleyville Telephone Company**Pennsylvania****170145****Line 510: Service Quality Reporting/Consumer Protection Rules Compliance**

Bentleyville Telephone Company, hereby certifies that It is complying with applicable service quality standards and consumer protection rules. The Company complies with service quality and consumer protection provisions under state law. These provisions include, but are not limited to, the following: (1) filing a Local Exchange Tariff pursuant to the requirements of The Pennsylvania Public Service Commission which discloses rates, terms and conditions of service to customers; (2) compliance with state consumer protection provisions relating to Customer Services as identified in the Code of State Regulations, compliance with provisions for Quality of Service as identified in the Code of State Regulations, compliance with Service Objectives as identified in the Code of State Regulations, compliance with customer inquiry procedure as identified in the Code of State Regulations, compliance with Dispute standards as identified in the Code of State Regulations; (3) compliance with truth-in-billing requirements; and (4) compliance with Federal CPNI rules, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy.

In establishing this certification in its 2005 ETC Order,¹ the FCC found that an ETC must make "a specific commitment to objective measures to protect consumers."² The Commission found that for wireless ETCs, compliance with CTIA's Consumer Code for Wireless Service would satisfy this requirement and that the sufficiency of other commitments would be considered on a case-by-case basis. In this context, the FCC stated, "to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement."³

Bentleyville Communications Corporation d/b/a FairPoint Communications and Marianna and Scenery Hill Telephone Company d/b/a FairPoint Communications, have only a reactive Service Quality Reporting obligation. Rule 52 Pa. code 63.51-63.65 states that a Public Utility providing "simple residential or business voice grade services" that fails to meet a stated average level of operation required for a period of three (3) consecutive months must take immediate steps as outlined in the rules. Corrective actions include an investigation into the substandard performance and notice to the Commission followed by a written report within 5 working days and a status report at the end of one (1) month. The Service Quality Measurement are as follows: Customer trouble reports, local dial service, installation of service, and operator handled calls.

If a customer has a concern about their FairPoint Communications' service or billing, he/she can contact repair service, technical support or customer service with information found on their statement. Customers may also contact agencies, through information posted in the phone directory, website, and tariff pages. All consumer complaints whether from Attorney Generals' offices, Public Utility Commissions, Better Business Bureaus, Federal Communications Commission and all other agencies are sent to the FairPoint Communications' Maine office via U.S. Mail or by electronic mail at consumer@fairpoint.com. The complaints are directed to the appropriate responsible Company Team member within FairPoint Communications for resolution and response to the customer.

¹ *Federal-State Joint Board on Universal Service*, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) ("2005 ETC Order").

² *Id.* at para. 28.



FairPoint Communications

1 Davis Farm Road
Portland, ME 04103

Bamey Boynton
Director, Operational Risk

Form 481 Line 610: Functionality in Emergency Situations

Business Continuity Plan Overview

Introduction

FairPoint Communications, Inc. ("FairPoint") is committed to maintaining a vigilant state of disaster preparedness for the interests of our customers, stockholders, employees and other critical stakeholders.

The purpose of our Business Continuity Plan (BCP) is to define the disaster preparedness and recovery protocols and procedures required to restore FairPoint's critical business support functions, inside and outside plant systems and operations within FairPoint's operating footprint.

BCP components detail FairPoint's procedures for preparing for and responding to an emergency situation affecting our ability to deliver core services to our customers and our ability to meet legal dictates, and regulatory requirements.

This document discusses the following:

- BCP Scope & Structure
- Recovery Strategies and Logistics
- Plan Maintenance and Exercising

BCP Scope

FairPoint's business continuity response planning is concentrated on two critical operational areas:

- Customer Interfacing – It is recognized that a "business impact" only occurs when an external-interfacing element is disrupted. In essence, this means that if FairPoint experiences a disruptive event, but one that does not breach the outer-shell of the FairPoint operation and interrupt critical customer services, customer product or other external end-user, then it does not have a business impact, as defined by the BCP
- Infrastructure Integrity – Without critical infrastructure systems, the ability for all other FairPoint business operations (back/front office) can come to a halt. It is these infrastructure systems that provide the critical human-factor of our customer-interfacing services. Critical infrastructure would address such services / systems as, building space for staff, service utilities, telecom network, IT network, etc.

The BCP has been developed to assure the continuity of critical customer interfacing services and systems should a physical incident or workforce disruption event occur, which affects:

- IT/IS
- Administrative and Support Operations
- Inside and Outside Plant Operations
- NOC (Network Operations Center)
- E-9-1-1
- Dispatch
- Repair Center

FairPoint has developed response / recovery strategies addressing physically disruptive incidents and workforce related disruptive incidents (i.e., work-stoppage and pandemic). All response strategies are based on recovery time objectives of those department functions and critical infrastructure systems essential to sustain customer interfacing services.



FairPoint Communications

1 Davis Farm Road
Portland, ME 04103

Barney Boynton
Director, Operational Risk

BCP Structure

The BCP consists of several components:

- The BCP Manual (an overview of all BCP documents)
- IR Playbooks (addresses the response procedures for Physical and Workforce related events),
- Appendices (the IR Playbook procedures links to these Resources Files)
- Department Recovery Plans (Business and Plant Operations)
- Business Impact Assessments (Business and Plant Operations)

The Event Response diagram below identifies the overall BCP documentation and how a disruption or incident will dictate which path of the BCP will be followed to restore business operations.

Once the incident or disruption occurs, the impact first needs to be quickly assessed to determine whether it is a physically disruptive event (local or regional) ("Physically Disruptive Event") or a workforce disruptive event (work-stoppage or pandemic) ("Work-Force Related Disruptive Event"). The disruption is always focused on critical business operations and services that can impact customer interfacing / deliverables.



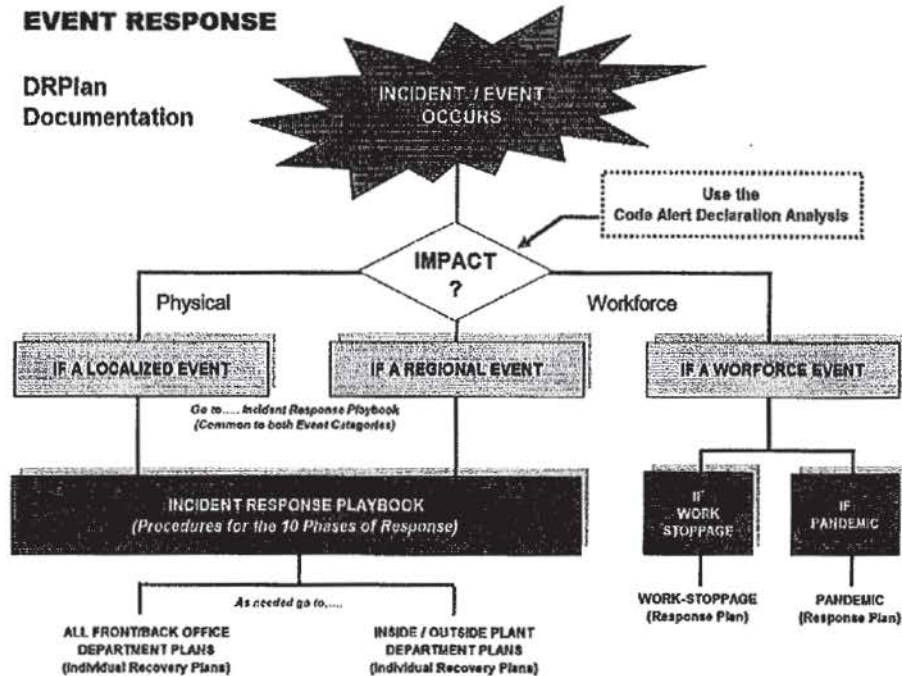
FairPoint Communications

1 Davis Farm Road
Portland, ME 04103

Barney Boynton
Director, Operational Risk

EVENT RESPONSE

DRPlan
Documentation



Recovery Strategies and Logistics

Our BCP is based on the premise that FairPoint cannot stop disasters from occurring, but we can address the IMPACT of Incidents should they occur. Where possible we will provide risk mitigation measures that will minimize the likelihood of having a serious disruptive Incident but in no case can we eliminate all disruptive possibilities. The BCP is triggered by a Disruption Scenario, not a Threat Scenario. FairPoint pre-plans for potential break-points that can result in a customer interfacing disruption and incorporates recovery strategies that will inherently address any potential threat and any resulting business disruption impact. The actual threat (i.e. fire, flood, etc.) is pertinent only with respect to immediate response activities. All subsequent response efforts are focused on the assessment of damages (physical losses and recovery duration) and the implementation of restoration and recovery strategies. The restoration of the business servicing operations and infrastructure systems is based on salvage, replacement of systems and alternate functionality measures, which are pre-defined in the BCP.

Each department has developed a recovery plan based on its critical operations as they pertain to the deliverables they contribute to our customers. FairPoint has triaged the recovery efforts based on the concept of customer servicing impact. Federal and State regulatory requirements have a high level of consideration in



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Portland, ME 04103

Barney Boynton
Director, Operational Risk

addition to the business impact concerns. The BCP goal is to minimize the disruption duration as much as is practical and provide a level of risk mitigation that will maintain critical operations.

The Ten Response Phases of Physical Event are:

- Incident Notification
- Visual Damage Assessment
- Incident Stabilization
- Command Center Initiation
- Initial Notifications to Business Departments – to activate plans
- Primary Site Damage Assessments
- Ready Alternate Restoration Sites
- Primary Site Salvage & Recovery
- Business Restoration Process
- Primary Site Re-established

Plan Maintenance and Exercising

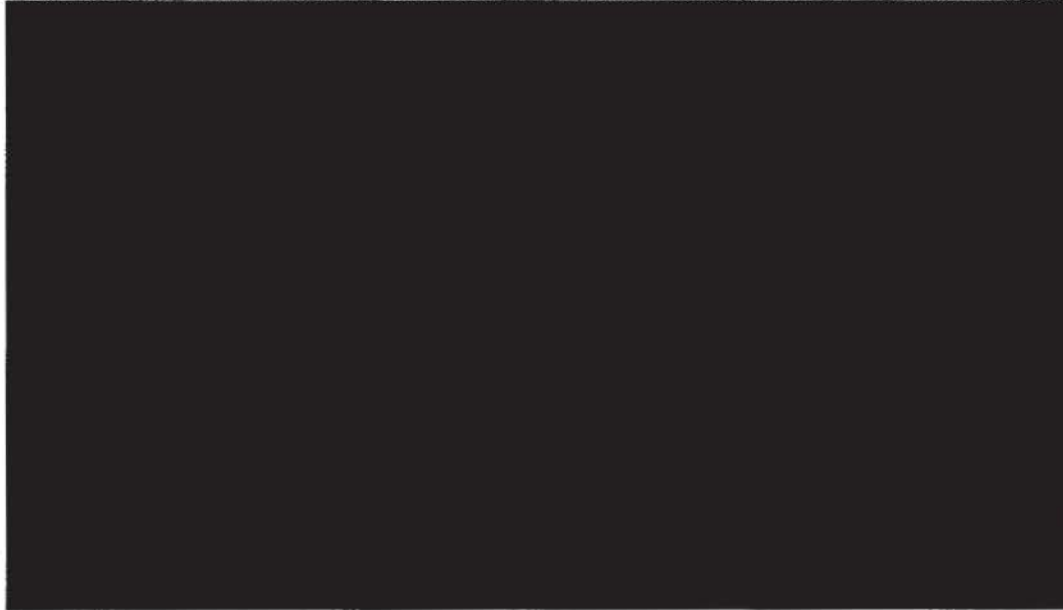
The BCP is a living document. Updates to the plan are ongoing with changes incorporated annually at a minimum. Individual plan components are scenario tested with oversight from FairPoint's Corporate Risk Management Team.

730) Broadband Price Offerings Data Collection Form		PCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0615 July 2013																									
<010>	Study Area Code	170145																									
<015>	Study Area Name	BENTLEYVILLE TEL CO																									
<020>	Program Year	2015																									
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo																									
<035>	Contact Telephone Number - Number of person identified in data line <030>	2035358326 ext.																									
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@warpaint.com																									
<710>	<table border="1"> <thead> <tr> <th><41></th> <th><42></th> <th><43></th> <th><44></th> <th><45></th> <th><46></th> <th><47></th> <th><48></th> </tr> <tr> <th>State</th> <th>Exchange (ILEC)</th> <th>Residential Rate</th> <th>State Regulated Fees</th> <th>Total Rates and Fees</th> <th>Broadband Service - Download Speed (Mbps)</th> <th>Broadband Service - Upload Speed (Mbps)</th> <th>Usage Allowance (GB)</th> </tr> </thead> <tbody> <tr> <td colspan="8"> <div>Usage Allowance Action Taken When Limit Reached (select)</div> </td> </tr> </tbody> </table>			<41>	<42>	<43>	<44>	<45>	<46>	<47>	<48>	State	Exchange (ILEC)	Residential Rate	State Regulated Fees	Total Rates and Fees	Broadband Service - Download Speed (Mbps)	Broadband Service - Upload Speed (Mbps)	Usage Allowance (GB)	<div>Usage Allowance Action Taken When Limit Reached (select)</div>							
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State	Exchange (ILEC)	Residential Rate	State Regulated Fees	Total Rates and Fees	Broadband Service - Download Speed (Mbps)	Broadband Service - Upload Speed (Mbps)	Usage Allowance (GB)																				
<div>Usage Allowance Action Taken When Limit Reached (select)</div>																											

(710) Broadband Price Office Data Collection Form		FOC Form 441 OMB Control No. 3060-0064/OMB Control No. 3050-0019 July 2011
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<035>	Contact Telephone Number - Number of person identified in data line <030>	2076354124 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

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(800) Operating Companies Data Collection Form		FCC Form 487 OMB Control No. 3060-0086/OMB Control No. 3060-0012 JAN 2013
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<010>	Study Area Code	170145
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<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Gilder
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075251225 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgilder@fairpoint.com
<810>	Reporting Carrier	Bentleyville Tel Co.
<811>	Holding Company	FairPoint Communications, Inc.
<812>	Operating Company	Bentleyville Tel Co.

<813>	Affiliates	SAC	Doing Business As Company or Brand Designation
	BE Mobile Communications, Incorporated		dba FairPoint Long Distance
	Bentleyville Communications Corporation	170145	dba FairPoint Communications
	Berkshire Cable Corp.		dba FairPoint Long Distance
	Berkshire Cellular, Inc.		
	Berkshire New York Access, Inc.		
	Berkshire Telephone Corporation	150073	dba FairPoint Communications
	Big Sandy Telecom, Inc.	462192	dba FairPoint Communications / Big Sandy Telecom, Inc.
	Bluestem Telephone Company	411835	dba FairPoint Communications
	C & B Communications, Ltd.		
	Chautauque & Erie Communications, Inc.		dba FairPoint Long Distance
	Chautauque and Erie Telephone Corporation	250078	dba FairPoint Communications
	China Telephone Company	300004	dba FairPoint Communications ? China Telephone Company
	Chouteau Telephone Company	431981	dba FairPoint Communications
	Columbine Telecom Company (f/k/a Columbine Acquisition Corp.)	462204	dba FairPoint Communications / Columbine Telecom Company
	Columbus Grove Telephone Company	301604	dba FairPoint Communications
	COM Networks, Inc.		
	Comerco, Inc.		dba FairPoint Long Distance
	Community Service Telephone Co.	100015	dba FairPoint Communications ? Community Service Telephone Co.
	C-R Communications, Inc.		
	C-R Long Distance, Inc.		dba FairPoint Long Distance / C-R Long Distance, Inc.
	C-R Telephone Company	341009	dba FairPoint Communications / C-R Telephone Company
	El Paso Long Distance Company		dba FairPoint Long Distance / El Paso Long Distance Company
	Ellensburg Telephone Company	222113	dba FairPoint Communications

(600) Operating Companies Data Collection Form		FCC Form 481 OMB Control No. 3060-0066/OMB Control No. 3060-0619 July 2011
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<010> Study Area Code	176145
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<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035> Contact Telephone Number - Number of person identified in data line <030>	2073351126 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com
<810> Reporting Carrier	Seventeenth Tel Co.
<815> Holding Company	FairPoint Communications, Inc.
<812> Operating Company	Seventeenth Tel Co.

<813>	<813>	<813>
Affiliates	SAC	Doing Business As Company or Brand Designation
Elitel Long Distance Corp.		dba FairPoint Long Distance
Enhanced Communications of Northern New England Inc.		
ExOp of Missouri, Inc.		dba FairPoint Communications
FairPoint Broadband, Inc.		dba FairPoint Communications
FairPoint Business Services LLC		
FairPoint Carrier Services, Inc.		
FairPoint Communications Missouri, Inc.	421472	dba FairPoint Communications
FairPoint Logistics, Inc. (f/k/a MJD Capital Corp.)		
FairPoint Vermont, Inc.		dba FairPoint Communications
Germantown Independent Telephone Company	300028	dba FairPoint Communications
Germantown Long Distance Company		dba FairPoint Long Distance
GTC Communications, Inc. (f/k/a TPO Communications, Inc.)		
GTC, Inc.	210291	(Floral) dba FairPoint Communications
GTC, Inc.	210292	(Perry) dba FairPoint Communications
Maine Telephone Company	300025	dba FairPoint Communications ? Maine Telephone Company
Marianna and Scenery Hill Telephone Company	170185	dba FairPoint Communications
Marianna Tel, Inc.		dba FairPoint Long Distance
MJD Services Corp.		
MJD Ventures, Inc.		
Northern New England Telephone Operations LLC - Maine	105331	dba FairPoint Communications
Northern New England Telephone Operations LLC - Maine	125113	dba FairPoint Communications
Northland Telephone Company of Maine, Inc.	107353	dba FairPoint Communications ? Northland Telephone Company of Maine, Inc. (b)(3)(c)
Odin Telephone Exchange, Inc.	207065	dba FairPoint Communications / Odin Telephone Exchange, Inc.

(000) Operating Companies Data Collection Form		FCC Form 481 OMB Control No. 3060-0086/OMB Control No. 3060-0019 July 2013
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<035> Contact Telephone Number - Number of person identified in data line <010>	2073350224 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com
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<811> Holding Company	FairPoint Communications, Inc.
<812> Operating Company	Bentleyville Tel. Co.

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Affiliates	SAC	Doing Business As Company or Brand Designation
Orwell Communications, Inc.		dba FairPoint Long Distance
Orwell Telephone Company	300649	dba FairPoint Communications
Peoples Mutual Long Distance Company		dba FairPoint Long Distance
Peoples Mutual Telephone Company	300644	dba FairPoint Communications
Quality One Technologies, Inc.		dba FairPoint Long Distance
Ravenswood Communications, Inc.		
Sidney Telephone Company	303313	dba FairPoint Communications ? Sidney Telephone Company
ST Enterprises, Ltd.		
ST Long Distance, Inc.		FairPoint Long Distance (Kansas, Colorado, Oklahoma)
ST Long Distance, Inc.		FairPoint Long Distance / ST Long Distance, Inc. (Illinois)
ST Long Distance, Inc.		FairPoint Communications Long Distance (Missouri)
St. Joe Communications, Inc.	310339	dba FairPoint Communications
Standish Telephone Company	300075	dba FairPoint Communications ? Standish Telephone Company
Sunflower Telephone Company, Inc.	461815	dba FairPoint Communications/Sunflower Telephone Company, Inc. (Colorado)
Taconic Technology Corp.		
Taconic TelCom Corp.		dba FairPoint Long Distance
Taconic Telephone Corp.	310054	dba FairPoint Communications
Telephone Operating Company of Vermont LLC	345115	dba FairPoint Communications
The El Paso Telephone Company	345024	dba FairPoint Communications
UI Long Distance, Inc.		dba FairPoint Long Distance
Unite Communications Systems, Inc.		FairPoint Communications
Utilities, Inc.		dba FairPoint Communications (Maine)
Utilities, Inc.		dba FairPoint Utilities (New Hampshire)

<010>	Study Area Code	170445
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<030>	Contact Name - Person USAC should contact regarding this data	BASKARA Galarza
<035>	Contact Telephone Number - Number of person identified in data line <030>	2079356326 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalarza@aispotat.com
<010>	Reporting Carrier	Bentleyville Tel Co.
<011>	Holding Company	FairPoint Communications, Inc.
<012>	Operating Company	Bentleyville Tel Co.

[illegible]

FCC FORM 481

Line 1010 –Voice Service Rate Comparability

The pricing of the company's voice services is no more than two standard deviations above the applicable national average urban rate for voice service, as specified in the most recent public notice, FCC DA14-384 released on March 20, 2014.

For Rates See Attachment: (700) Company Price Offerings (voice)

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

The Bentleyville Telephone Company provides a Lifeline Program discount for residence service for eligible low income customers. The Lifeline Program discount is applied to any month to month residence local service, package or bundle offering. The discount is intended to offset the Subscriber Line Charge and local line charge, although eligible packages and bundles may have toll calling included in the pricing for the offering.

The tariff pages outlining the terms of the Lifeline offering in The Bentleyville Telephone Company are attached. The terms and conditions of residential local service can be found at <http://www.tariffs.net/fairpoint/ter.asp?cid=1644>.

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

Supplement No. 98 - Telephone PA P.U.C. No. 6

The Bentleyville Telephone Company
d/b/a FairPoint Communications

Section 3
Fourth Revised Sheet 6
Cancels Third Revised Sheet 6

LIFELINE SERVICE

A. DESCRIPTION

Lifeline Service is a federally funded program established to provide monthly assistance to residential low income households who qualify for this service in accordance with the following Regulations.

B. REGULATIONS

1. Lifeline Service is available to qualified residence customers and is provided via a residence individual Dial Tone Line. Lifeline Service is limited to only one Service per qualified customer or household (A household is defined as "any individual or group of individuals who are living together as one economic unit". An economic unit is "all adult individuals contributing to and sharing in the income expenses of a household"). A potential Lifeline customer who has an outstanding final bill for telephone service which is less than (4) years old must pay the entire balance of any Basic Service final bill before being eligible for Lifeline Service.
2. Residence Lifeline Service consists of the following tariffed standard features and optional customer elected services at the applicable rates, charges and regulations for each feature and service provided:
 - a. One-Party Residence Unlimited Service and Local Measured Service, if available.
 - b. Directory Listing (standard only).
 - c. Non-Published or Non-Listed Telephone Number Service.
 - d. Access to Directory Assistance Service.
 - e. Touch Tone Calling Service.
 - f. Access to Message Toll Telephone Service and Optional Dial Station-to-Station Calling Plan Services. However, the Residence Lifeline Dial Tone Line will be blocked from dial station access to 976/556/900 and any other type of Audiotex Service.
 - g. Access to Operator Services.
 - h. Voluntary Toll Restriction Option.
 - i. Access to 800/888 Services.
 - j. Access to Call Trace.
 - k. Access to Alerting and Reporting Systems (9-1-1 dialing).
 - l. Access to the Pennsylvania Telecommunications Relay Service.
 - m. Caller ID Per-call and Per-line Blocking
 - n. Other eligible telecommunications services at tariffed rates

(C)
|

(C) Indicates Change

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

Supplement No. 99 - Telephone PA P.U.C. No. 6

The Bentleyville Telephone Company
d/b/a FairPoint Communications

Section 3
Fifth Revised Sheet 7
Cancels Fourth Revised Sheet 7

LIFELINE SERVICE

B. REGULATIONS (cont.)

3. An applicant for Lifeline Service must be a current participant in one of the following Pennsylvania programs, or be able to provide proof of household income which is at or below 135% of the annual Federal Poverty Guidelines for all States (except Alaska and Hawaii) and the District of Columbia. Recertification of Lifeline Service participants must be conducted annually by the Bentleyville Telephone Company to ensure continued eligibility. Lifeline customers have the responsibility to notify the Telephone Company within thirty (30) days of a change in eligibility status if they no longer qualify for Lifeline Service.

Pennsylvania Department of Public Welfare Lifeline Service Programs:

- * Temporary Assistance for Needy Families (TANF)
- * * * *
- * Supplemental Security Income (SSI)
- * Medicaid
- * Supplemental Nutrition Assistance Program (SNAP) (f/k/a Food Stamps)
- * Low Income Home Energy Assistance Program (LIHEAP)

(C)

Additional Eligible Programs Federal

- * Federal Public Housing
- * National School Free Lunch Program

The DPW Programs listed above must be certified by DPW. Such certification by DPW will be provided only when a DPW client requests Lifeline Service based on the client's status as a participant in any of the above eligibility programs. Certification by DPW will be limited to confirmation of the client's program status (i.e., participation or non-participation). Participation by DPW is subject to execution of an agreement with DPW and The Bentleyville Telephone Company.

4. Lifeline Service will be provided to a customer only so long as such customer continues to meet the participation and certification guidelines in 2 (c) above. At the time of initial establishment of Lifeline Service, the customer agrees to have his or her eligibility recertified annually by Bentleyville Telephone Company. When the Company is notified by the customer or determines through recertification that the Lifeline Service customer is no longer a participant in the DPW programs in 2 (c) above or otherwise low-income eligible, the customer will be notified (by telephone or letter) that the Lifeline Service rate is no longer applicable. Within the stated customer notification period (30 working days from the date of the notification), the customer can contact the Company to negotiate new Dial Tone Service arrangements at applicable tariff rates (no connection charges will apply for existing services or options retained).

(C) Indicates Change

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

Supplement No. 95 - Telephone PA P.U.C. No. 6

The Bentleyville Telephone Company
d/b/a FairPoint Communications

Section 3
Third Revised Sheet 8
Cancels Second Revised Sheet 8

LIFELINE SERVICE (Cont'd)

B. REGULATIONS (Cont'd)

5. A Lifeline Service customer may not subscribe to any other type of residence Local Exchange Service at the same or other premises. Lifeline Service will not be provided via Foreign Exchange or Foreign Central Office Service Arrangements
6. Only services listed in B (2) above will be provided to Lifeline customers.
- * * *
7. Customer requested temporary suspension of Lifeline Service is not permitted
8. Lifeline Service does not apply to applicants who are full time students living in university or college controlled housing.
9. The applicant must not be a dependent for Federal Income Tax purposes, unless he or she is 60 years of age or older.
10. Lifeline customers are subject to all Residence service regulations in this and other tariffs of The Bentleyville Telephone Company.
11. Residence Lifeline Service cannot be resold by the Lifeline customer or the Lifeline customer agent(s).
12. Resale of Lifeline Services are subject to wholesale rate obligations under Section 251 (c)(4) of the Telecommunications Act of 1996.
13. All outstanding charges, account balances and service restrictions apply to existing customers who qualify for Lifeline Service. Service restrictions will remain until the arrearage(s) have been paid in full.
14. Any Lifeline customer who has a past due balance of Toll Charges will be treated with the appropriate Chapter 64 regulations. The Residence Toll Restoral Charge applies to Lifeline Customers who are suspended for non-payment and who subsequently pay their outstanding toll charges and request toll restoral. If a Lifeline customer is toll restricted for a second occurrence the Company, may at its discretion, place the Lifeline customer on a permanent toll restriction.
15. Toll-Blocking and Toll-Control services will be provided at no charge to Lifeline Service subscribers, to the extent that they are offered.

(C)

(C)

(C) Indicates Change

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

Supplement No. 98 - Telephone PA P.U.C. No. 6

The Bentleyville Telephone
Company

Section 3
Third Revised Sheet 9
Cancels Second Revised Sheet 9

LIFELINE SERVICE (Cont'd)

C. LIFELINE SERVICE DIAL TONE LINE MONTHLY RATE

1. Applicable Residence Dial Tone monthly rate minus \$9.25 ⁽¹⁾. (I)
- * * * (C)
2. Lifeline Service is subject to all applicable state, local and federal taxes, and Surcharges, and to all applicable tariff rates, charges, surcharges and regulations. (C)

NOTE:

- ⁽¹⁾ See FCC Public Notice released May 1, 2012, In re: *Lifeline and Link Up Reform and Modernization et al.*, Report and Order and Further Notice of Proposed Rulemaking, WC Docket Nos. 11-42 et al., CC Docket No. 96-45, FCC 12-11 (rel. Feb. 6, 2012). (C)

(I) Indicates Increase
(C) Indicates Change



June 30, 2014

Connect America Fund, WC Docket No. 10-90

REDACTED – FOR PUBLIC INSPECTION

Berkshire Telephone Corp.

FD Form 485 - Carrier Annual Reporting Data Collection Form		FCC Form 485 OMB Control No. 3001-0067/OMB Comp. No. 3001-0067 1/7/2013
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<020>	Program Year	2015
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<035>	Contact Telephone Number: Number of the person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address: Email of the person identified in data line <030>	bgalardo@fairpoint.com

ANNUAL REPORTING FOR ALL CARRIERS		54-519 Completion Required	54-522 Completion Required
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<700>	Company Price Offerings (voice)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<710>	Company Price Offerings (broadband)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<800>	Operating Companies and Affiliates	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<900>	Tribal Land Offerings (Y/N)?	(if yes, complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1000>	Voice Services Rate Comparability	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1010>	1010 Voice Service Rate Comparability.pdf	(attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1100>	Terrestrial Backhaul (Y/N)?	(if not, check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1110>	Terms and Condition for Lifeline Customers	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1200>	Terms and Condition for Lifeline Customers	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet Including Rate-of-Retun Carriers affiliated with Price Cap Local Exchange Carriers				
<2000>		(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<2005>		(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet				
<3000>		(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<3005>		(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

(100) Service Quality Improvement Reporting Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
---	--

<010> Study Area Code	150073
<015> Study Area Name	BERKSHIRE TEL CORP
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035> Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

<110> Has your company received its ETC certification from the FCC?	(yes / no) <input type="radio"/> <input checked="" type="radio"/>
If your answer to Line <110> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC?	(yes / no) <input type="radio"/> <input type="radio"/>

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

Name of Attached Document

Please check these boxes below to confirm that the attached documents(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

- <113> Maps detailing progress towards meeting plan targets
- <114> Report how much universal service (USF) support was received
- <115> How (USF) was used to improve service quality
- <116> How (USF) was used to improve service coverage
- <117> How (USF) was used to improve service capacity
- <118> Provide an explanation of network improvement targets not met in the prior calendar year.

<010>	Study Area Code	150073
<015>	Study Area Name	BERKSHIRE TEL CORP
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354326 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@firstpoint.com

Page 3

<010>	Study Area Code	150073
<015>	Study Area Name	BERKSHIRE TEL CORP
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075254126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

<701>	Residential Local Service Charge Effective Date	1/1/2014
<702>	Single State-wide Residential Local Service Charge	

[illegible]

Page 5

<010>	Study Area Code	150073
<015>	Study Area Name	BERKSHIRE TEL CORP
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com
<810>	Reporting Carrier	Berkshire Telephone Corporation
<811>	Holding Company	FairPoint Communications, Inc.
<812>	Operating Company	Berkshire Telephone Corporation

-- See attached worksheet --

(900) Tribal Lands Reporting Data Collection Form		CCF Form 48 OMB Control No. 3060-0586/OMB Control No. 2060-0519 July 2013
--	--	---

<010> Study Area Code	150073
<015> Study Area Name	BERKSHIRE TEL CORP
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Barbara Galarde
<035> Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	bgalarde@fairpoint.com

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select (Yes, No, NA)
<div style="background-color: #cccccc; width: 100%; height: 10px;"></div>
<div style="background-color: #cccccc; width: 100%; height: 10px;"></div>
<div style="background-color: #cccccc; width: 100%; height: 10px;"></div>
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<div style="background-color: #cccccc; width: 100%; height: 10px;"></div>
<div style="background-color: #cccccc; width: 100%; height: 10px;"></div>

(1100) No Terrestrial Backhaul Reporting Data Collection Form		FCC Form 481 OMB Control No: 3060-0385 / OMB Control No: 3060-0389 July 2013
--	--	--

<010>	Study Area Code	150073
<015>	Study Area Name	BERKSHIRE TEL CORP
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2076354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

Please check this box to confirm no terrestrial backhaul
 <1120> options exist within the supported area pursuant to § 54.313(G)
 ☐

Please check this box to confirm the reporting carrier offers
 <1130> broadband service of at least 1 Mbps downstream and 256 kbps
 upstream within the supported area pursuant to § 54.313(G)
 ☐

1200 Terms and Condition for Lifeline Customers		File Form 481
Lifeline		OMB Control No. 3060-0085 OMB Control No. 3060-0089
Data Collection Form		July 2013

<010>	Study Area Code	150073
<015>	Study Area Name	BERKSHIRE TEL CORP
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

Name of Attached Document

<1220> Link to Public Website

HTTP ://www.tariffs.net/fairpoint/tier.asp?cid+1644

*Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, ☒
- <1222> Details on the number of minutes provided as part of the plan, ☒
- <1223> Additional charges for toll calls, and rates for each such plan. ☒

2000 Price Cap Carrier Additional Documentation		OMB Form 31	
Data Collection Form		OMB Control No. 3050-0086/OMB Control No. 3050-0015	
Instructions: This form is to be completed by the Price Cap Carrier and filed with the Price Cap Carrier's annual filing.		OMB Control No. 3050-0086/OMB Control No. 3050-0015	

<010>	Study Area Code	150073
<015>	Study Area Name	BERKSHIRE TEL CORP
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@5airpointe.com

CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e) the information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting		
<2010>	2nd Year Certification (47 CFR § 54.313(b)(1))	<input type="checkbox"/>
<2011>	3rd Year Certification (47 CFR § 54.313(b)(2))	<input type="checkbox"/>
Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.312(a))		
<2012>	2013 Frozen Support Certification	<input type="checkbox"/>
<2013>	2014 Frozen Support Certification	<input checked="" type="checkbox"/>
<2014>	2015 Frozen Support Certification	<input type="checkbox"/>
<2015>	2016 and future Frozen Support Certification	<input type="checkbox"/>
Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d))		
<2016>	Certification Support Used to Build Broadband	<input type="checkbox"/>
Connect America Phase II Reporting (47 CFR § 54.313(e))		
<2017>	3rd year Broadband Service Certification	<input type="checkbox"/>
<2018>	5th year Broadband Service Certification	<input type="checkbox"/>
<2019>	Interim Progress Certification	<input type="checkbox"/>
<2020>	Please check the box to confirm that the attached document(s), on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.	<input type="checkbox"/>

<2021> Interim Progress Community Anchor Institutions

Name of Attached Document Listing Required Information

Page 11

Certification Report Form		OMB Form 101-106
Data Collection Form		OMB Control No. 1545-0047/OMB Control No. 101-106
		7/2013

<010> Study Area Code	150073
<015> Study Area Name	BERKSHIRE TEL CORP
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035> Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier:	BERKSHIRE TEL CORP
Signature of Authorized Officer:	CERTIFIED ONLINE
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	150073
Filing Due Date for this form:	07/01/2014
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Attachments

FCC Form 481

Line 100- Service Quality Improvement Reporting
{47 CFR 54.313(a)(1)}

In the FCC's Public Notice DA 14-951, released May 1, 2014, the FCC waived the requirement for price cap ETCs to file a five-year plan.¹

¹ The Public Notice stated, in relevant part:

We now grant a waiver of this requirement for price cap ETCs for an additional year. Because the Bureau just finalized the Connect America Cost Model, and price cap carriers have not yet had the opportunity to make a state-level commitment for Connect America Phase II, we find that it is not in the public interest to require price cap ETCs to file new five-year plans in 2014 for the same reason as last year: they do not yet know which areas they will be serving in the future.

Berkshire Telephone Company

New York

150073

Line 510: Service Quality Reporting/Consumer Protection Rules Compliance

Berkshire Telephone Company hereby certifies that it is complying with applicable service quality standards and consumer protection rules. The Company complies with service quality and consumer protection provisions under state law. These provisions include, but are not limited to, the following: (1) filing a Local Exchange Tariff pursuant to the requirements of The New York Public Service Commission which discloses rates, terms and conditions of service to customers; (2) compliance with state consumer protection provisions relating to Customer Services as identified in the Code of State Regulations, compliance with provisions for Quality of Service as identified in the Code of State Regulations, compliance with Service Objectives as identified in the Code of State Regulations, compliance with customer inquiry procedure as identified in the Code of State Regulations, compliance with Dispute standards as identified in the Code of State Regulations; (3) compliance with truth-in-billing requirements; and (4) compliance with Federal CPNI rules, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy.

In establishing this certification in its 2005 ETC Order,¹ the FCC found that an ETC must make "a specific commitment to objective measures to protect consumers."² The Commission found that for wireless ETCs, compliance with CTIA's Consumer Code for Wireless Service would satisfy this requirement and that the sufficiency of other commitments would be considered on a case-by-case basis. In this context, the FCC stated, "to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement."³

Berkshire Telephone Corporation d/b/a FairPoint Communications, Chautauqua & Erie Telephone Corporation d/b/a FairPoint Communications, and Taconic Telephone Corporation d/b/a FairPoint Communications, are all under Service Quality Reporting under 603.4 (Reporting Requirements). The rule states that Service Providers with 500,000 or fewer access lines in service shall only report on Customer Trouble Report Rate. Each of the above New York companies report monthly on the Customer Trouble Report Rate (CTRR). The rule goes on to state that for Customer Trouble Report Rate, a service provider shall automatically submit to the Commission staff a Service Inquiry Report whenever an individual central office entity experiences 5.5 reports per 100 lines or greater for the current month and any two of the previous four months. The FairPoint New York Companies are below the report rate, and therefore, no Service Inquiry Reports are necessary.

If a customer has a concern about their FairPoint Communications' service or billing, he/she can contact repair service, technical support or customer service with information found on their statement. Customers may also contact agencies, through information posted in the phone directory, website, and tariff pages. All consumer complaints whether from Attorney Generals' offices, Public Utility Commissions, Better Business Bureaus, Federal Communications Commission and all other agencies are sent to the FairPoint Communications' Maine office via U.S. Mail or by electronic mail at consumer@fairpoint.com. The complaints are directed to the appropriate responsible Company Team member within FairPoint Communications for resolution and response to the customer.

¹ Federal-State Joint Board on Universal Service, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) ("2005 ETC Order").

² *Id.* at para. 28.



FairPoint Communications

1 Davis Farm Road
Portland, ME 04103

Barney Boynton
Director, Operational Risk

Form 481 Line 610: Functionality in Emergency Situations

Business Continuity Plan Overview

Introduction

FairPoint Communications, Inc. ("FairPoint") is committed to maintaining a vigilant state of disaster preparedness for the interests of our customers, stockholders, employees and other critical stakeholders.

The purpose of our Business Continuity Plan (BCP) is to define the disaster preparedness and recovery protocols and procedures required to restore FairPoint's critical business support functions, inside and outside plant systems and operations within FairPoint's operating footprint.

BCP components detail FairPoint's procedures for preparing for and responding to an emergency situation affecting our ability to deliver core services to our customers and our ability to meet legal dictates, and regulatory requirements.

This document discusses the following:

- BCP Scope & Structure
- Recovery Strategies and Logistics
- Plan Maintenance and Exercising

BCP Scope

FairPoint's business continuity response planning is concentrated on two critical operational areas:

- Customer Interfacing – It is recognized that a "business impact" only occurs when an external-interfacing element is disrupted. In essence, this means that if FairPoint experiences a disruptive event, but one that does not breach the outer-shell of the FairPoint operation and interrupt critical customer services, customer product or other external end-user, then it does not have a business impact, as defined by the BCP
- Infrastructure Integrity – Without critical infrastructure systems, the ability for all other FairPoint business operations (back/front office) can come to a halt. It is these infrastructure systems that provide the critical human-factor of our customer-interfacing services. Critical infrastructure would address such services / systems as, building space for staff, service utilities, telecom network, IT network, etc.

The BCP has been developed to assure the continuity of critical customer interfacing services and systems should a physical incident or workforce disruption event occur, which affects:

- IT/IS
- Administrative and Support Operations
- Inside and Outside Plant Operations
- NOC (Network Operations Center)
- E-9-1-1
- Dispatch
- Repair Center

FairPoint has developed response / recovery strategies addressing physically disruptive incidents and workforce related disruptive incidents (i.e., work-stoppage and pandemic). All response strategies are based on recovery time objectives of those department functions and critical infrastructure systems essential to sustain customer interfacing services.



FairPoint Communications

1 Davis Farm Road
Portland, ME 04103

Barney Boynton
Director, Operational Risk

BCP Structure

The BCP consists of several components:

- The BCP Manual (an overview of all BCP documents)
- IR Playbooks (addresses the response procedures for Physical and Workforce related events),
- Appendices (the IR Playbook procedures links to these Resources Files)
- Department Recovery Plans (Business and Plant Operations)
- Business Impact Assessments (Business and Plant Operations)

The Event Response diagram below identifies the overall BCP documentation and how a disruption or incident will dictate which path of the BCP will be followed to restore business operations.

Once the incident or disruption occurs, the impact first needs to be quickly assessed to determine whether it is a physically disruptive event (local or regional) ("Physically Disruptive Event") or a workforce disruptive event (work-stoppage or pandemic) ("Work-Force Related Disruptive Event"). The disruption is always focused on critical business operations and services that can impact customer interfacing / deliverables.



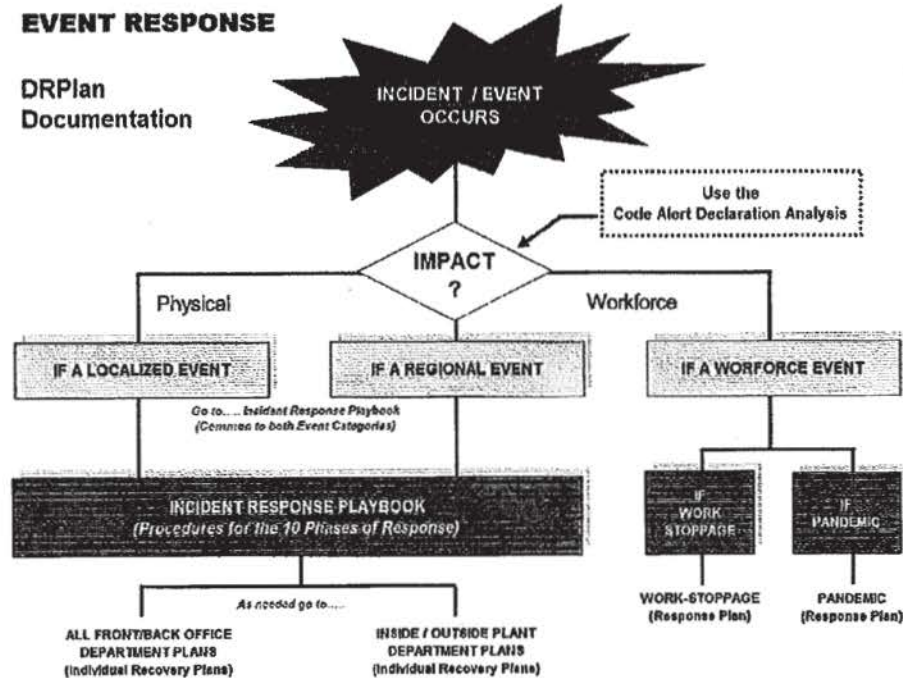
FairPoint Communications

1 Davis Farm Road
Portland, ME 04103

Barney Boynton
Director, Operational Risk

EVENT RESPONSE

DRPlan
Documentation



Recovery Strategies and Logistics

Our BCP is based on the premise that FairPoint cannot stop disasters from occurring, but we can address the IMPACT of Incidents should they occur. Where possible we will provide risk mitigation measures that will minimize the likelihood of having a serious disruptive incident but in no case can we eliminate all disruptive possibilities. The BCP is triggered by a Disruption Scenario, not a Threat Scenario. FairPoint pre-plans for potential break-points that can result in a customer interfacing disruption and incorporates recovery strategies that will inherently address any potential threat and any resulting business disruption impact. The actual threat (i.e. fire, flood, etc.) is pertinent only with respect to immediate response activities. All subsequent response efforts are focused on the assessment of damages (physical losses and recovery duration) and the implementation of restoration and recovery strategies. The restoration of the business servicing operations and infrastructure systems is based on salvage, replacement of systems and alternate functionality measures, which are pre-defined in the BCP.

Each department has developed a recovery plan based on its critical operations as they pertain to the deliverables they contribute to our customers. FairPoint has triaged the recovery efforts based on the concept of customer servicing impact. Federal and State regulatory requirements have a high level of consideration in



FairPoint Communications

1 Davis Farm Road
Portland, ME 04103

Barney Boynton
Director, Operational Risk

addition to the business impact concerns. The BCP goal is to minimize the disruption duration as much as is practical and provide a level of risk mitigation that will maintain critical operations.

The Ten Response Phases of Physical Event are:

- Incident Notification
- Visual Damage Assessment
- Incident Stabilization
- Command Center Initiation
- Initial Notifications to Business Departments – to activate plans
- Primary Site Damage Assessments
- Ready Alternate Restoration Sites
- Primary Site Salvage & Recovery
- Business Restoration Process
- Primary Site Re-established

Plan Maintenance and Exercising

The BCP is a living document. Updates to the plan are ongoing with changes incorporated annually at a minimum. Individual plan components are scenario tested with oversight from FairPoint's Corporate Risk Management Team.

<701>	Residential Local Service Charge Effective Date	1/1/2014
<702>	Single State-wide Residential Local Service Charge	

[illegible]

(710) Broadband Price Offerings
Data Collection Form
PC Form 621
OMB Control No. 3045-0054 OMB Control No. 3045-0054
Rev 2013

<01>	Study Area Code	150073
<01S>	Study Area Name	BERKSHIRE TEL CORP
<02>	Program Year	2015
<03>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<03S>	Contact Telephone Number - Number of person identified in data line <03>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <03>	bgalardo@fairpoint.com

713

[illegible]

(710) Broadband Price Offerings Data Collection Form		FCC Form 481 OMB Control No. 3060-0086/OMB Control No. 3060-0019 July 2013
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<010>	Study Area Code	150073
<015>	Study Area Name	BERKSHIRE TEL CORP
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galarde
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalarde@fairpoint.com

<711>								
State	Exchange (ILEC)	Residential Rate	State Regulated Fees	Total Rates and Fees	Broadband Service - Download Speed (Mbps)	Broadband Service - Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached (select)



(800) Operating Companies Data Collection Form	CC Form 81 OMB Control No. 3060-9986/OMB Control No. 3060-0015 Rev. 1/03
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<010> Study Area Code	150073
<015> Study Area Name	BERKSHIRE TEL CORP
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035> Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com
<810> Reporting Carrier	Berkshire Telephone Corporation
<811> Holding Company	FairPoint Communications, Inc.
<812> Operating Company	Berkshire Telephone Corporation

<81> Affiliates		
Affiliates	SAC	Doing Business As Company or Brand Designation
BE Mobile Communications, Incorporated		dba FairPoint Long Distance
Bentleyville Communications Corporation	170145	dba FairPoint Communications
Berkshire Cable Corp.		dba FairPoint Long Distance
Berkshire Cellular, Inc.		
Berkshire New York Access, Inc.		
Berkshire Telephone Corporation	150073	dba FairPoint Communications
Big Sandy Telecom, Inc.	462192	dba FairPoint Communications / Big Sandy Telecom, Inc.
Bluestem Telephone Company	411835	dba FairPoint Communications
C & E Communications, Ltd.		
Chautauqua & Erie Communications, Inc.		dba FairPoint Long Distance
Chautauqua and Erie Telephone Corporation	150078	dba FairPoint Communications
China Telephone Company	100004	dba FairPoint Communications ? China Telephone Company
Chouteau Telephone Company	431981	dba FairPoint Communications
Columbine Telecom Company (f/k/a Columbine Acquisition Corp.	462204	dba FairPoint Communications / Columbine Telecom Company
Columbus Grove Telephone Company	300604	dba FairPoint Communications
COM Networks, Inc.		
Comerco, Inc.		dba FairPoint Long Distance
Community Service Telephone Co.	100015	dba FairPoint Communications ? Community Service Telephone Co.
C-R Communications, Inc.		
C-R Long Distance, Inc.		dba FairPoint Long Distance / C-R Long Distance, Inc.
C-R Telephone Company	341009	dba FairPoint Communications / C-R Telephone Company
El Paso Long Distance Company		dba FairPoint Long Distance / El Paso Long Distance Company
Ellensburg Telephone Company	522412	dba FairPoint Communications

800 Operating Companies Data Collection Form	ECG Form 421 OMB Control No. 3060-0986 / OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	150073
<015> Study Area Name	BERKSHIRE TEL CORP
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Barbara Galarde
<035> Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	bgalarde@fairpoint.com
<810> Reporting Carrier	Berkshire Telephone Corporation
<811> Holding Company	FairPoint Communications, Inc.
<812> Operating Company	Berkshire Telephone Corporation

<813>		
Affiliates	SAC	Doing Business As Company or Brand Designation
Elitel Long Distance Corp.		dba FairPoint Long Distance
Enhanced Communications of Northern New England Inc.		
ExOp of Missouri, Inc.		dba FairPoint Communications
FairPoint Broadband, Inc.		dba FairPoint Communications
FairPoint Business Services LLC		
FairPoint Carrier Services, Inc.		
FairPoint Communications Missouri, Inc.	421472	dba FairPoint Communications
FairPoint Logistics, Inc. (f/k/a MJD Capital Corp.)		
FairPoint Vermont, Inc.		dba FairPoint Communications
Germantown Independent Telephone Company	300618	dba FairPoint Communications
Germantown Long Distance Company		dba FairPoint Long Distance
GTC Communications, Inc. (f/k/a TPG Communications, Inc.)		
GTC, Inc.	210291	(Floral) dba FairPoint Communications
GTC, Inc.	210329	(Perry) dba FairPoint Communications
Maine Telephone Company	100025	dba FairPoint Communications ? Maine Telephone Company
Marianna and Scenery Hill Telephone Company	170185	dba FairPoint Communications
Marianna Tel, Inc.		dba FairPoint Long Distance
MJD Services Corp.		
MJD Ventures, Inc.		
Northern New England Telephone Operations LLC - Maine	105111	dba FairPoint Communications
Northern New England Telephone Operations LLC - Maine	125113	dba FairPoint Communications
Northland Telephone Company of Maine, Inc.	103313	dba FairPoint Communications ? Northland Telephone Company of Maine, Inc. (Maine)
Odin Telephone Exchange, Inc.	341065	dba FairPoint Communications / Odin Telephone Exchange, Inc.

(800) Operating Companies		FCC Form 487
Data Collection Form		OMB Control No. 3060-0065 / OMB Control No. 3060-0015
		July 2015

<010>	Study Area Code	150073
<015>	Study Area Name	BERKSHIRE TEL CORP
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com
<810>	Reporting Carrier	Berkshire Telephone Corporation
<811>	Holding Company	FairPoint Communications, Inc.
<812>	Operating Company	Berkshire Telephone Corporation

<813>		
Affiliates	SAC	Doing Business As Company or Brand Designation
Orwell Communications, Inc.		dba FairPoint Long Distance
Orwell Telephone Company	300649	dba FairPoint Communications
Peoples Mutual Long Distance Company		dba FairPoint Long Distance
Peoples Mutual Telephone Company	190244	dba FairPoint Communications
Quality One Technologies, Inc.		dba FairPoint Long Distance
Ravenswood Communications, Inc.		
Sidney Telephone Company	103313	dba FairPoint Communications ? Sidney Telephone Company
ST Enterprises, Ltd.		
ST Long Distance, Inc.		FairPoint Long Distance (Kansas, Colorado, Oklahoma)
ST Long Distance, Inc.		FairPoint Long Distance / ST Long Distance, Inc. (Illinois)
ST Long Distance, Inc.		FairPoint Communications Long Distance (Missouri)
St. Joe Communications, Inc.	210335	dba FairPoint Communications
Standish Telephone Company	100025	dba FairPoint Communications ? Standish Telephone Company
Sunflower Telephone Company, Inc.	461835	dba FairPoint Communications/Sunflower Telephone Company, Inc. (Colorado)
Taconic Technology Corp.		
Taconic TelCom Corp.		dba FairPoint Long Distance
Taconic Telephone Corp.	150084	dba FairPoint Communications
Telephone Operating Company of Vermont LLC	145115	dba FairPoint Communications
The El Paso Telephone Company	341004	dba FairPoint Communications
UI Long Distance, Inc.		dba FairPoint Long Distance
Unite Communications Systems, Inc.		FairPoint Communications
Utilities, Inc.		dba FairPoint Communications (Maine)
Utilities, Inc.		dba FairPoint Utilities (New Hampshire)

[illegible]

FCC FORM 481

Line 1010 –Voice Service Rate Comparability

The pricing of the company's voice services is no more than two standard deviations above the applicable national average urban rate for voice service, as specified in the most recent public notice, FCC DA14-384 released on March 20, 2014.

For Rates See Attachment: (700) Company Price Offerings (voice)

Form 481 Line 1210- Terms & Conditions for Lifeline Customer

Berkshire Telephone Corporation ("Berkshire") provides a Lifeline Program discount for residence service for eligible low income customers. The Lifeline Program discount is applied to any month to month residence local service, package or bundle offering. The discount is intended to offset the Subscriber Line Charge and local line charge, although eligible packages and bundles may have toll calling included in the pricing for the offering.

The tariff pages outlining the terms of the Lifeline offering in Berkshire Telephone Corporation, including the pages of the New York Telecommunications Association, Inc. Tariff P.S.C. No. 2 with which Berkshire concurs, are attached. The terms and conditions of residential local service can be found at <http://www.tariffs.net/fairpoint/tier.asp?cid=1644>

Form 481 Line 1210- Terms & Conditions for Lifeline Customer

Berkshire Telephone Corporation
 d/b/a FairPoint Communications
 PSC No. 1 - Telephone
 Effective Date: June 16, 2012

Leaf 3
 Revision 0
 Superseding Revision:

GENERAL AND LOCAL EXCHANGE SCHEDULE

CONCURRENCE AND EXCEPTIONS

Berkshire Telephone Corporation d/b/a FairPoint Communications concurs in the the rules and regulations contained in the New York State Telecommunications Association's tariff PSC No. 2 - Telephone. The following exceptions apply:

Section	Page Number	Description of Exception
1	N/A	No Exceptions
2	N/A	No Exceptions
3	N/A	No Exceptions
4	N/A	No Exceptions
5	N/A	No Exceptions
6	N/A	No Exceptions
7	N/A	Voice Mail Service is offered per this tariff, Section 4 Company Specific Services.
8	N/A	No Exceptions
9	N/A	No Exceptions
10	N/A	No Exceptions
11	N/A	No Exceptions
12	N/A	No Exceptions
13	N/A	No Exceptions

Issued By:

Michael T. Skrivan, Vice President-Regulatory
 1 Davis Farm Road, Portland ME 04103

Form 481 Line 1210- Terms & Conditions for Lifeline Customer

Berkshire Telephone Corporation
d/b/a FairPoint Communications
PSC No. 1 - Telephone
Effective Date: June 8, 2013

Addendum 3
Lifeline Credit

GENERAL AND LOCAL EXCHANGE SCHEDULE

PRICE LIST
Lifeline Service Credit

Amount of Additional Lifeline Credit Per Residential Basic Local Exchange Access Line	\$5.00	(C)
--	--------	-----

Issued By:

Michael T. Skrivan, Vice President-Regulatory
1 Davis Farm Road, Portland ME 04103

Form 481 Line 1210- Terms & Conditions for Lifeline Customer

Received: 05/30/2012

Status: EFFECTIVE
Effective Date: 07/01/2012

P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 9
Second Revised Page 3
Superseding First Revised Page 3

SPECIAL EQUIPMENT, SERVICES, AND PROGRAMS

A. LIFELINE TELEPHONE SERVICE

1. Lifeline Telephone Service Options

a. Description

1. Lifeline Discounted Service

This service provides a flat rate federal discount of \$9.25, consisting of a \$6.50 reduction of the Federal Subscriber Line Charge and a \$2.75 reduction in the monthly rate for local exchange telephone service for residential customers. Qualified customers may choose any type or grade of local telephone service, including bundled services that are normally offered by the Company. (C)

1 A. Additional Lifeline Discount

This service provides the discount as outlined in A. 1.a.1 above and may provide an additional discount equal to the serving company's increase in residential basic local exchange service, as authorized by the NYS Department of Public Service in Case No. 07-C-0349, released March 4, 2008, whereby the NY Commission authorized certain companies to increase basic local service rates up to \$2.00 per year for 2 years. The discount can be found on Addendum 1 of the individual Company tariff for those companies offering the Additional Lifeline Discount.

Date Issued: May 30, 2012

Date Effective: July 1, 2012

Issued by: Caroline Hill, Director Tariffs

NYSTA, Inc., 20 Corporate Woods Boulevard, Albany, NY 12210

Form 481 Line 1210- Terms & Conditions for Lifeline Customer

Received: 05/30/2012

Status: EFFECTIVE
Effective Date: 07/01/2012

P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 9
First Revised Page 3.1
Superseding Original Page 3.1

SPECIAL EQUIPMENT, SERVICES, AND PROGRAMS

A. LIFELINE TELEPHONE SERVICE

+

(D)

+

Date Issued: May 30, 2012
Issued by: Caroline Hill, Director Tariffs
NYSTA, Inc., 20 Corporate Woods Boulevard, Albany, NY 12210

Date Effective: July 1, 2012

Form 481 Line 1210- Terms & Conditions for Lifeline Customer

Received: 03/29/2012

Status: EFFECTIVE
Effective Date: 04/29/2012

P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 9

First Revised Page 4

Superseding Original Page 4

SPECIAL EQUIPMENT, SERVICES, AND PROGRAMS

A. LIFELINE TELEPHONE SERVICE (cont'd)

1. Lifeline Telephone Service Options (cont'd)

b. General

Qualified customers may choose to apply the federal Lifeline credit to any of the company's local service offerings, including any local bundled service offering, basic local service, or message rate service. Message rate Lifeline service is available only where central office facilities permit. For connection of new service, service connection charges apply unless the customer qualifies for connection assistance under the Tribal Lands Link Up program.

+

Service connection charges do not apply to change existing service from:

(C)

1. Message or flat rate services to Lifeline service.
2. Lifeline service to non-Lifeline services.

+

Issued in Compliance with FCC Order in Dockets: WC Docket No. 11-42, WC Docket No. 03-109, CC Docket No. 96-46, WC Docket No. 12-23

Date Issued: March 29, 2012

Date Effective: April 29, 2012

Issued by: Robert R. Puckett, President

NYSTA, Inc., 20 Corporate Woods Boulevard, Albany, NY 12211

Form 481 Line 1210- Terms & Conditions for Lifeline Customer

Received: 05/30/2012

Status: EFFECTIVE
Effective Date: 07/01/2012

P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 9
First Revised Page 4.1
Superseding Original Page 4.1

SPECIAL EQUIPMENT, SERVICES, AND PROGRAMS

A. LIFELINE TELEPHONE SERVICE (cont'd)

2. Regulations

a. These services are restricted to low income residential customers. To qualify for Lifeline service a customer must certify and provide documentation as income eligible. For a consumer to be eligible under the income requirements, the consumer's household income as defined in § 54.400(f) of the FCC Rules must be at or below 135% of the Federal Poverty Guidelines for a household of that size or a recipient of benefits from any one of the following Entitlement Programs:

1. Medicaid;
2. Supplemental Nutrition Assistance Program (SNAP) F/K/A Food stamps;
3. Supplemental Security Income;
4. Federal Public Housing Assistance (Section 8);
5. Low-Income Home Energy Assistance Program (LIHEAP);
6. National School Lunch Program's free lunch program;
7. Temporary Assistance for Needy Families/SafetyNet;
8. Veterans Disability Pension
9. Veterans Surviving Spouse Pension

(C)
(C)

(C)

Issued in Compliance with FCC Order in Dockets: WC Docket No. 11-42, WC Docket No. 03-109, CC Docket No. 96-45, WC Docket No. 12-23

Date Issued: May 30, 2012
Issued by: Robert R. Puckett, President
NYSTA, Inc., 20 Corporate Woods Boulevard, Albany 12211

Date Effective: July 1, 2012

Form 481 Line 1210- Terms & Conditions for Lifeline Customer

Received: 03/29/2012

Status: EFFECTIVE
Effective Date: 04/29/2012

P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 9
First Revised Page 5
Superseding Original Page 5

SPECIAL EQUIPMENT, SERVICES, AND PROGRAMS

A. LIFELINE TELEPHONE SERVICE (cont'd)

2. Regulations (cont'd)

b. The Lifeline discount is effective upon receipt of a completed form of eligibility. If the form is not returned, no further action is taken by the Company to establish eligibility.

c. The Company, in coordination with appropriate agencies and the Lifeline Customer, will require Lifeline customers to be re-certified, on an annual basis. Lifeline customers will need to certify that they continue to be eligible to receive these Lifeline benefits and that they are not receiving benefits from another company. If a customer is identified as being ineligible, the customer will be notified that unless the information is shown to be in error, the Lifeline discount will be discontinued. The customer will be billed for discounts received for the time that they were proven to be ineligible for the service.

3. Locality Charge Waiver

Customers receiving Lifeline Telephone Service will have applicable locality charges waived each month while they are receiving the Lifeline Assistance.

4. Voluntary Toll Blocking (Restriction)

Customers receiving Lifeline service can voluntarily request and receive toll blocking (call restriction), third number billing/collect call restriction without a monthly charge. There will be no record order charge to add these types of restrictions (blocking).

Issued in Compliance with FCC Order in Dockets: WC Docket No. 11-42, WC Docket No. 03-109, CC Docket No. 96-45, WC Docket No. 12-23

Date Issued: March 29, 2012

Date Effective: April 29, 2012

Issued by: Robert R. Puckett, President

NYSTA, Inc., 20 Corporate Woods Boulevard, Albany, NY 12211



June 30, 2014

Connect America Fund, WC Docket No. 10-90

REDACTED – FOR PUBLIC INSPECTION

Big Sandy Telecom, Inc..

FCC Form 481, Carrier Annual Reporting Data Collection Form		FCC Form 481 OMB Control No. 3045-0044/OMB Control No. 3045-0044 12/14/2011
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<010>	Study Area Code	462192
<015>	Study Area Name	RTG SANDY TELECOM
<020>	Program Year	2015
<030>	Contact Name: Person USAC should contact with questions about this data	Barbara Galardo
<035>	Contact Telephone Number: Number of the person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address: Email of the person identified in data line <030>	bgalardo@fairpoint.com

ANNUAL REPORTING FOR ALL CARRIERS		50.113 Completion Required	54.222 Completion Required
-----------------------------------	--	----------------------------------	----------------------------------

<100>	Service Quality Improvement Reporting	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<200>	Outage Reporting (voice)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<210>	<div style="background-color: black; width: 100px; height: 15px;"></div> -- check box if no outages to report		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<300>	Unfulfilled Service Requests (voice)		<input type="checkbox"/>	<input checked="" type="checkbox"/>
<310>	Detail on Attempts (voice) <div style="background-color: black; width: 200px; height: 40px;"></div>	(attach descriptive document)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<320>	Unfulfilled Service Requests (broadband)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<330>	Detail on Attempts (broadband) <div style="background-color: black; width: 200px; height: 40px;"></div>	(attach descriptive document)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<400>	Number of Complaints per 1,000 customers (voice)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<410>	Fixed		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<420>	Mobile	0.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<430>	Number of Complaints per 1,000 customers (broadband)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<440>	Fixed		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<450>	Mobile	0.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<500>	Service Quality Standards & Consumer Protection Rules Compliance	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<510>	<div style="border: 1px solid black; padding: 2px;"> 462192co510.pdf </div>	(attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<600>	Functionality in Emergency Situations	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<610>	<div style="border: 1px solid black; padding: 2px;"> 462192co610.pdf </div>	(attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<700>	Company Price Offerings (voice)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<710>	Company Price Offerings (broadband)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<800>	Operating Companies and Affiliates	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<900>	Tribal Land Offerings (Y/N)?	(if yes, complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1000>	Voice Services Rate Comparability	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1010>	<div style="border: 1px solid black; padding: 2px;"> 1010 Voice Service Rate Comparability.pdf </div>	(attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1100>	Terrestrial Backhaul (Y/N)?	(if not, check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1110>		(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1200>	Terms and Condition for Lifeline Customers	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet				
<2000>	Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<2005>		(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet				
<3000>		(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<3005>		(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

(100) Service Quality Improvement Reporting Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
---	--

<010> Study Area Code	462152
<015> Study Area Name	BIG SANDY TELECOM
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035> Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

<110> Has your company received its ETC certification from the FCC?	(yes / no) <input type="radio"/> <input checked="" type="radio"/>
If your answer to Line <110> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC?	(yes / no) <input type="radio"/> <input type="radio"/>

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

112 Service Quality Improvement Reporting.pdf

Name of Attached Document

Please check these boxes below to confirm that the attached documents(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

- <113> Maps detailing progress towards meeting plan targets
- <114> Report how much universal service (USF) support was received
- <115> How (USF) was used to improve service quality
- <116> How (USF) was used to improve service coverage
- <117> How (USF) was used to improve service capacity
- <118> Provide an explanation of network improvement targets not met in the prior calendar year.

<010>	Study Area Code	462192
<015>	Study Area Name	BIG SANDY TELECOM
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

Page 3

<010>	Study Area Code	462192
<015>	Study Area Name	BIG SANDY TELECOM
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	207354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

[illegible]

<010>	Study Area Code	402192
<015>	Study Area Name	BIG SANDY TELECOM
<020>	Program Year	2015
<030>	Contact Name - Person USAIC should contact regarding this data	BARTHELEMY GILBERTO
<035>	Contact Telephone Number - Number of person identified in data line <030>	2073534128 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgilard@calypoint.com

Page 5

<010>	Study Area Code	462192
<015>	Study Area Name	BIG SANDY TELECOM
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Raybana Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 nkt.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com
<810>	Reporting Carrier	Big Sandy Telecom
<811>	Holding Company	FairPoint Communications, Inc.
<812>	Operating Company	Big Sandy Telecom

[illegible]

(900) Tribal Lands Reporting Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
---	--

<010>	Study Area Code	462192
<015>	Study Area Name	BIG SANDY TELECOM
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921>** Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922>** Feasibility and sustainability planning;
- <923>** Marketing services in a culturally sensitive manner;
- <924>** Compliance with Rights of way processes
- <925>** Compliance with Land Use permitting requirements
- <926>** Compliance with Facilities Siting rules
- <927>** Compliance with Environmental Review processes
- <928>** Compliance with Cultural Preservation review processes
- <929>** Compliance with Tribal Business and Licensing requirements.

Select (Yes, No, NA)

(1100) No Terrestrial Backhaul Reporting		FCC Form 481
Data Collection Form		OMB Control No. 3060-0986/OMB Control No. 3050-0819
		July 2013

<010>	Study Area Code	462192
<015>	Study Area Name	BIG SANDY TELECOM
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galarde
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalarde@fairpoint.com

Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G) ☐

Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(G) ☐

(1200) Terms and Condition for Lifeline Customers		FCC Form 481
Lifeline Data Collection Form		OMB Control No. 3060-0985/OMB Control No. 3060-0819
		July 2013

<010>	Study Area Code	462192
<015>	Study Area Name	BIG SANDY TELECOM
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

462192co1210.pdf

Name of Attached Document

<1220> Link to Public Website

HTTP ://www.tariffc.net/fairpoint/tier.asp?cid=1644

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, ☒
- <1222> Details on the number of minutes provided as part of the plan, ☒
- <1223> Additional charges for toll calls, and rates for each such plan. ☒

(2000) Price Cap Carrier Additional Documentation		FCC Form 482
Data Collection Form		OMB Control No. 3060-0986/OMB Control No. 3060-0819
Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers		July 2013

<010>	Study Area Code	462192
<015>	Study Area Name	BIG SANDY TELECOM
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e) the information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting		
<2010>	2nd Year Certification (47 CFR § 54.313(b)(1))	<input type="checkbox"/>
<2011>	3rd Year Certification (47 CFR § 54.313(b)(2))	<input type="checkbox"/>
Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.312(a))		
<2012>	2013 Frozen Support Certification	<input type="checkbox"/>
<2013>	2014 Frozen Support Certification	<input checked="" type="checkbox"/>
<2014>	2015 Frozen Support Certification	<input type="checkbox"/>
<2015>	2016 and future Frozen Support Certification	<input type="checkbox"/>
Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d))		
<2016>	Certification Support Used to Build Broadband	<input type="checkbox"/>
Connect America Phase II Reporting (47 CFR § 54.313(e))		
<2017>	3rd year Broadband Service Certification	<input type="checkbox"/>
<2018>	5th year Broadband Service Certification	<input type="checkbox"/>
<2019>	Interim Progress Certification	<input type="checkbox"/>
<2020>	Please check the box to confirm that the attached document(s), on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.	<input type="checkbox"/>
<2021>	Interim Progress Community Anchor Institutions	

Name of Attached Document Listing Required Information

(D001) Name of Person Completing Documentation (D002) Title of Person Completing Documentation (D003) Date of Completion		(D004) Name of Community (D005) Address of Community (D006) City, State, Zip	
(D007) Study Area Code (D008) Study Area Name		(D009) Program Year (D010) Contract Name - Person UAC should contact regarding this doc	
(D011) Contract Telephone Number - Number of person identified in (D009) line (D010) (D012) Contract Email Address - Email Address of person identified in (D009) line (D010)		(D013) Local Address of Person Identified in (D009) line (D010) (D014) Local Address of Person Identified in (D009) line (D010)	

CHECK the boxes below to note compliance on the five year service quality plan (pursuant to 47 CFR § 54.310(d)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.310(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

(D010) Program Report on 5 Year Plan
 Milestone Certification (47 CFR § 54.310(f)(2)(ii))

Name of Attached Document Listing Required Information

(D011) Please check the box to confirm that the attached document(s), on line 3012, contains the required information pursuant to 47 CFR § 54.310(f)(1)(i), the carrier shall provide the number, name, and address of community another institutions to which began providing access to broadband service in the preceding calendar year.

(D012) Community Another Institutions (47 CFR § 54.310(f)(1)(ii))

Name of Attached Document Listing Required Information

(D013) Is your company a privately held non-carrier (47 CFR § 54.310(f)(2))
 (D014) If yes, does your company file the RUS annual report

Please check these boxes to confirm that the attached document(s), on line 3017, contains the required information pursuant to 47 CFR § 54.310(f)(2) compliance requires:

(D015) Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)

(D016) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

(D017) If the response is yes on line 3014, attach your company's RUS annual report and all required documentation

Name of Attached Document Listing Required Information

(D018) If the response is no on line 3014, is your company audited?
 If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3018 pursuant to 47 CFR § 54.310(f)(2), contains either a copy of their audited financial statement or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications:

(D019) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

(D020) Management letter issued by the independent certified public accountant that performed the company's financial audit.

(D021) If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3018 pursuant to 47 CFR § 54.310(f)(2), contains:

(D022) Copy of their financial statement which has been subject to review by an independent certified public accountant or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers.

(D023) Underlying information subjected to a review by an independent certified public accountant

(D024) Underlying information subjected to an officer certification.

(D025) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

(D026) Attach the worksheet listing required information

Name of Attached Document Listing Required Information

CAF/RECIPIENT Reporting Carrier Data Collection Form	OMB Control No. 3060-0586/OMB Control No. 3060-0519 JULY 2013
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<010> Study Area Code	462192
<015> Study Area Name	RIG SANDY TELECOM
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035> Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier: RIG SANDY TELECOM	
Signature of Authorized Officer: CERTIFIED ONLINE	Date: 06/25/2014
Printed name of Authorized Officer: Mike Skriver	
Title or position of Authorized Officer: VP Regulatory	
Telephone number of Authorized Officer: 2075354150 ext.	
Study Area Code of Reporting Carrier: 462192	Filing Due Date for this form: 07/01/2014
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Attachments

FCC Form 481

Line 100- Service Quality Improvement Reporting
{47 CFR 54.313(a)(1)}

In the FCC's Public Notice DA 14-951, released May 1, 2014, the FCC waived the requirement for price cap ETCs to file a five-year plan.¹

¹ The Public Notice stated, in relevant part:

We now grant a waiver of this requirement for price cap ETCs for an additional year. Because the Bureau just finalized the Connect America Cost Model, and price cap carriers have not yet had the opportunity to make a state-level commitment for Connect America Phase II, we find that it is not in the public interest to require price cap ETCs to file new five-year plans in 2014 for the same reason as last year: they do not yet know which areas they will be serving in the future.

Big Sandy Telcom
Colorado
462192

Line 510: Service Quality Reporting/Consumer Protection Rules Compliance

Big Sandy Telcom hereby certifies that it is complying with applicable service quality standards and consumer protection rules. The Company complies with service quality and consumer protection provisions under state law. These provisions include, but are not limited to, the following: (1) filing a Local Exchange Tariff pursuant to the requirements of The Colorado Public Service Commission which discloses rates, terms and conditions of service to customers; (2) compliance with state consumer protection provisions relating to Customer Services as identified in the Code of State Regulations, compliance with provisions for Quality of Service as identified in the Code of State Regulations, compliance with Service Objectives as identified in the Code of State Regulations, compliance with customer inquiry procedure as identified in the Code of State Regulations, compliance with Dispute standards as identified in the Code of State Regulations; (3) compliance with truth-in-billing requirements; and (4) compliance with Federal CPNI rules, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy.

In establishing this certification in its *2005 ETC Order*,¹ the FCC found that an ETC must make "a specific commitment to objective measures to protect consumers."² The Commission found that for wireless ETCs, compliance with CTIA's Consumer Code for Wireless Service would satisfy this requirement and that the sufficiency of other commitments would be considered on a case-by-case basis. In this context, the FCC stated, "to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement."³

Big Sandy Telecom are subject to Service Quality reporting requirements per 4 CCR 723-2, Rule 2341. Trouble reports exceeding 8 reports per 100 lines (averaged over a 3-month period) and Out-of-Service reports under 85% cleared within 24 hours (per wire center) are to be submitted to the Commission within 31 days following the end of the month in which the standard is not met via written report listing each offending wire center. Penalties and or fines may be assessed in the event of non-compliance pursuant to state regulations.

If a customer has a concern about their FairPoint Communications' service or billing, he/she can contact repair service, technical support or customer service with information found on their statement. Customers may also contact agencies, through information posted in the phone directory, website, and tariff pages. All consumer complaints whether from Attorney Generals' offices, Public Utility Commissions, Better Business Bureaus, Federal Communications Commission and all other agencies are sent to the FairPoint Communications' Maine office via U.S. Mail or by electronic mail at consumer@fairpoint.com. The complaints are directed to the appropriate responsible Company Team member within FairPoint Communications for resolution and response to the customer.

¹ *Federal-State Joint Board on Universal Service*, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) ("2005 ETC Order").

² *Id.* at para. 28.



FairPoint Communications

1 Davis Farm Road
Portland, ME 04103

Barney Boynton
Director, Operational Risk

Form 481 Line 610: Functionality in Emergency Situations

Business Continuity Plan Overview

Introduction

FairPoint Communications, Inc. ("FairPoint") is committed to maintaining a vigilant state of disaster preparedness for the interests of our customers, stockholders, employees and other critical stakeholders.

The purpose of our Business Continuity Plan (BCP) is to define the disaster preparedness and recovery protocols and procedures required to restore FairPoint's critical business support functions, inside and outside plant systems and operations within FairPoint's operating footprint.

BCP components detail FairPoint's procedures for preparing for and responding to an emergency situation affecting our ability to deliver core services to our customers and our ability to meet legal dictates, and regulatory requirements.

This document discusses the following:

- BCP Scope & Structure
- Recovery Strategies and Logistics
- Plan Maintenance and Exercising

BCP Scope

FairPoint's business continuity response planning is concentrated on two critical operational areas:

- Customer Interfacing – It is recognized that a "business impact" only occurs when an external-interfacing element is disrupted. In essence, this means that if FairPoint experiences a disruptive event, but one that does not breach the outer-shell of the FairPoint operation and interrupt critical customer services, customer product or other external end-user, then it does not have a business impact, as defined by the BCP
- Infrastructure Integrity – Without critical infrastructure systems, the ability for all other FairPoint business operations (back/front office) can come to a halt. It is these infrastructure systems that provide the critical human-factor of our customer-interfacing services. Critical infrastructure would address such services / systems as, building space for staff, service utilities, telecom network, IT network, etc.

The BCP has been developed to assure the continuity of critical customer interfacing services and systems should a physical incident or workforce disruption event occur, which affects:

- IT/IS
- Administrative and Support Operations
- Inside and Outside Plant Operations
- NOC (Network Operations Center)
- E-9-1-1
- Dispatch
- Repair Center

FairPoint has developed response / recovery strategies addressing physically disruptive incidents and workforce related disruptive incidents (i.e., work-stoppage and pandemic). All response strategies are based on recovery time objectives of those department functions and critical infrastructure systems essential to sustain customer interfacing services.



FairPoint Communications

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Barney Boynton
Director, Operational Risk

BCP Structure

The BCP consists of several components:

- The BCP Manual (an overview of all BCP documents)
- IR Playbooks (addresses the response procedures for Physical and Workforce related events),
- Appendices (the IR Playbook procedures links to these Resources Files)
- Department Recovery Plans (Business and Plant Operations)
- Business Impact Assessments (Business and Plant Operations)

The Event Response diagram below identifies the overall BCP documentation and how a disruption or incident will dictate which path of the BCP will be followed to restore business operations.

Once the Incident or disruption occurs, the impact first needs to be quickly assessed to determine whether it is a physically disruptive event (local or regional) ("Physically Disruptive Event") or a workforce disruptive event (work-stoppage or pandemic) ("Work-Force Related Disruptive Event"). The disruption is always focused on critical business operations and services that can impact customer interfacing / deliverables.



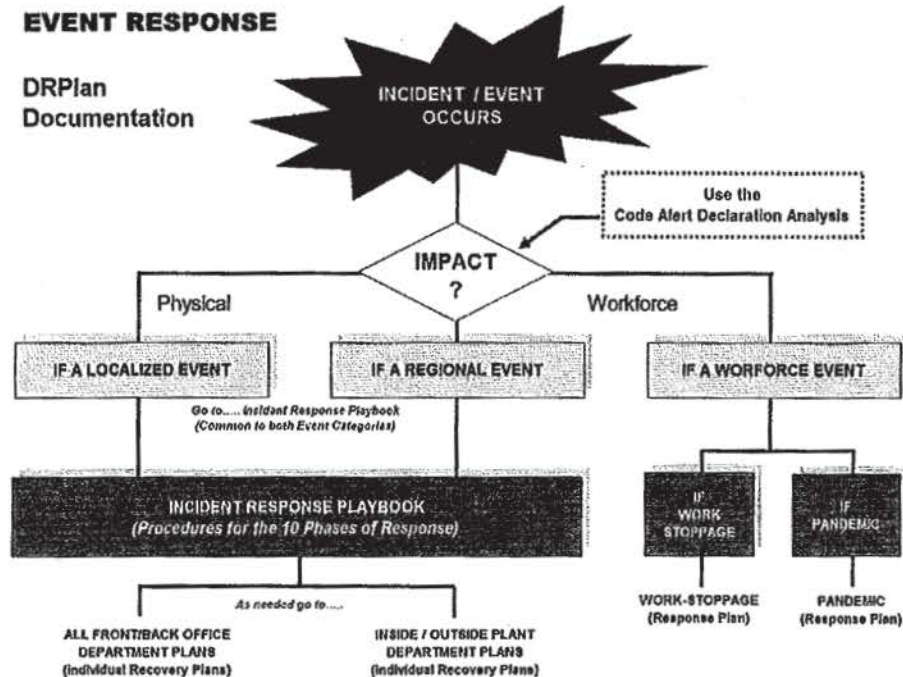
FairPoint Communications

1 Davis Farm Road
Portland, ME 04103

Barney Boynton
Director, Operational Risk

EVENT RESPONSE

DRPlan
Documentation



Recovery Strategies and Logistics

Our BCP is based on the premise that FairPoint cannot stop disasters from occurring, but we can address the IMPACT of incidents should they occur. Where possible we will provide risk mitigation measures that will minimize the likelihood of having a serious disruptive incident but in no case can we eliminate all disruptive possibilities. The BCP is triggered by a Disruption Scenario, not a Threat Scenario. FairPoint pre-plans for potential break-points that can result in a customer interfacing disruption and incorporates recovery strategies that will inherently address any potential threat and any resulting business disruption impact. The actual threat (i.e. fire, flood, etc.) is pertinent only with respect to immediate response activities. All subsequent response efforts are focused on the assessment of damages (physical losses and recovery duration) and the implementation of restoration and recovery strategies. The restoration of the business servicing operations and infrastructure systems is based on salvage, replacement of systems and alternate functionality measures, which are pre-defined in the BCP.

Each department has developed a recovery plan based on its critical operations as they pertain to the deliverables they contribute to our customers. FairPoint has triaged the recovery efforts based on the concept of customer servicing impact. Federal and State regulatory requirements have a high level of consideration in



FairPoint Communications

1 Davis Farm Road
Portland, ME 04103

Bamey Boynton
Director, Operational Risk

addition to the business impact concerns. The BCP goal is to minimize the disruption duration as much as is practical and provide a level of risk mitigation that will maintain critical operations.

The Ten Response Phases of Physical Event are:

- Incident Notification
- Visual Damage Assessment
- Incident Stabilization
- Command Center Initiation
- Initial Notifications to Business Departments -- to activate plans
- Primary Site Damage Assessments
- Ready Alternate Restoration Sites
- Primary Site Salvage & Recovery
- Business Restoration Process
- Primary Site Re-established

Plan Maintenance and Exercising

The BCP is a living document. Updates to the plan are ongoing with changes incorporated annually at a minimum. Individual plan components are scenario tested with oversight from FairPoint's Corporate Risk Management Team.

<701>	Residential Local Service Charge Effective Date	1/1/2024
<702>	Single State-wide Residential Local Service Charge	

[illegible]

<010>	Study Area Code	462192
<015>	Study Area Name	BIG SANDY TELECOM
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

611

State	Exchange (ILEC)	Residential Rate	State Regulated Fees	Total Rates and Fees	Broadband Service - Download Speed (Mbps)	Broadband Service - Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached (select)
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[710] Broadband Price Offerings Data Collection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	462192
<015>	Study Area Name	BIG SANDY TELECOM
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

<711>

State	Exchange (ILEC)	Residential Rate	State Regulated Fees	Total Rates and Fees	Broadband Service - Download Speed (Mbps)	Broadband Service - Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached (select)

(800) Operating Companies Data Collection Form	FCC Form 481 OMB Control No. 3060-0986 / DMB Control No. 3050-0819 July 2013
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<010> Study Area Code	462192
<015> Study Area Name	BIG SANDY TELECOM
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035> Contact Telephone Number - Number of person identified in data line <030>	2073354126 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

<810> Reporting Carrier	Big Sandy Telecom
<811> Holding Company	FairPoint Communications, Inc.
<812> Operating Company	Big Sandy Telecom

<813>		
Affiliates	SAC	Doing Business As Company or Brand Designation
BE Mobile Communications, Incorporated		dba FairPoint Long Distance
Bentleyville Communications Corporation	170145	dba FairPoint Communications
Berkshire Cable Corp.		dba FairPoint Long Distance
Berkshire Cellular, Inc.		
Berkshire New York Access, Inc.		
Berkshire Telephone Corporation	150073	dba FairPoint Communications
Big Sandy Telecom, Inc.	462192	dba FairPoint Communications / Big Sandy Telecom, Inc.
Bluestem Telephone Company	411835	dba FairPoint Communications
C & E Communications, Ltd.		
Chautauqua & Erie Communications, Inc.		dba FairPoint Long Distance
Chautauqua and Erie Telephone Corporation	150078	dba FairPoint Communications
China Telephone Company	100004	dba FairPoint Communications ? China Telephone Company
Chouteau Telephone Company	431981	dba FairPoint Communications
Columbine Telecom Company (f/k/a Columbine Acquisition Corp.	462204	dba FairPoint Communications / Columbine Telecom Company
Columbus Grove Telephone Company	300604	dba FairPoint Communications
COM Networks, Inc.		
Comerco, Inc.		dba FairPoint Long Distance
Community Service Telephone Co.	100015	dba FairPoint Communications ? Community Service Telephone Co.
C-R Communications, Inc.		
C-R Long Distance, Inc.		dba FairPoint Long Distance / C-R Long Distance, Inc.
C-R Telephone Company	341009	dba FairPoint Communications / C-R Telephone Company
El Paso Long Distance Company		dba FairPoint Long Distance / El Paso Long Distance Company
Ellensburg Telephone Company	522412	dba FairPoint Communications

(800) Operating Companies		FCC Form 481
Data Collection Form		OMB Control No. 3060-1986/OMB Control No. 3060-0819
		JULY 2013

<010>	Study Area Code	462192
<015>	Study Area Name	BIG SANDY TELECOM
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com
<810>	Reporting Carrier	Big Sandy Telecom
<811>	Holding Company	FairPoint Communications, Inc.
<812>	Operating Company	Big Sandy Telecom

<813>	<01>	<02>	<03>
	Affiliates	SAC	Doing Business As Company or Brand Designation
	Elitel Long Distance Corp.		dba FairPoint Long Distance
	Enhanced Communications of Northern New England Inc.		
	ExOp of Missouri, Inc.		dba FairPoint Communications
	FairPoint Broadband, Inc.		dba FairPoint Communications
	FairPoint Business Services LLC		
	FairPoint Carrier Services, Inc.		
	FairPoint Communications Missouri, Inc.	421472	dba FairPoint Communications
	FairPoint Logistics, Inc. (f/k/a MJD Capital Corp.)		
	FairPoint Vermont, Inc.		dba FairPoint Communications
	Germantown Independent Telephone Company	300618	dba FairPoint Communications
	Germantown Long Distance Company		dba FairPoint Long Distance
	GTC Communications, Inc. (f/k/a TPG Communications, Inc.)		
	GTC, Inc.	210291	(Floral) dba FairPoint Communications
	GTC, Inc.	210329	(Perry) dba FairPoint Communications
	Maine Telephone Company	100025	dba FairPoint Communications ? Maine Telephone Company
	Marianna and Scenery Hill Telephone Company	170185	dba FairPoint Communications
	Marianna Tel, Inc.		dba FairPoint Long Distance
	MJD Services Corp.		
	MJD Ventures, Inc.		
	Northern New England Telephone Operations LLC - Maine	105111	dba FairPoint Communications
	Northern New England Telephone Operations LLC - Maine	125113	dba FairPoint Communications
	Northland Telephone Company of Maine, Inc.	103313	dba FairPoint Communications ? Northland Telephone Company of Maine, Inc. (Maine)
	Odin Telephone Exchange, Inc.	341065	dba FairPoint Communications / Odin Telephone Exchange, Inc.

[800] Operating Companies Data Collection Form		FCC Form 497 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	442192
<015>	Study Area Name	BIG SANDY TELECOM
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galarde
<035>	Contact Telephone Number - Number of person identified in data line <030>	2073354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalarde@fairpoint.com

<810>	Reporting Carrier	Big Sandy Telecom
<811>	Holding Company	FairPoint Communications, Inc.
<812>	Operating Company	Big Sandy Telecom

<813>		
Affiliates	SAC	Doing Business As Company or Brand Designation
Orwell Communications, Inc.		dba FairPoint Long Distance
Orwell Telephone Company	309649	dba FairPoint Communications
Peoples Mutual Long Distance Company		dba FairPoint Long Distance
Peoples Mutual Telephone Company	190244	dba FairPoint Communications
Quality One Technologies, Inc.		dba FairPoint Long Distance
Ravenswood Communications, Inc.		
Sidney Telephone Company	103313	dba FairPoint Communications ? Sidney Telephone Company
ST Enterprises, Ltd.		
ST Long Distance, Inc.		FairPoint Long Distance (Kansas, Colorado, Oklahoma)
ST Long Distance, Inc.		FairPoint Long Distance / ST Long Distance, Inc. (Illinois)
ST Long Distance, Inc.		FairPoint Communications Long Distance (Missouri)
St. Joe Communications, Inc.	210339	dba FairPoint Communications
Standish Telephone Company	100025	dba FairPoint Communications ? Standish Telephone Company
Sunflower Telephone Company, Inc.	461835	dba FairPoint Communications/Sunflower Telephone Company, Inc. (Colorado)
Taconic Technology Corp.		
Taconic TelCom Corp.		dba FairPoint Long Distance
Taconic Telephone Corp.	150084	dba FairPoint Communications
Telephone Operating Company of Vermont LLC	145115	dba FairPoint Communications
The El Paso Telephone Company	341004	dba FairPoint Communications
UI Long Distance, Inc.		dba FairPoint Long Distance
Unite Communications Systems, Inc.		FairPoint Communications
Utilities, Inc.		dba FairPoint Communications (Maine)
Utilities, Inc.		dba FairPoint Utilities (New Hampshire)

[illegible]

FCC FORM 481

Line 1010 –Voice Service Rate Comparability

The pricing of the company's voice services is no more than two standard deviations above the applicable national average urban rate for voice service, as specified in the most recent public notice, FCC DA14-384 released on March 20, 2014.

For Rates See Attachment: (700) Company Price Offerings (voice)

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

Big Sandy Telecom, Inc. provides a Lifeline Program discount for residence service for eligible low income customers. The Lifeline Program discount is applied to any month to month residence local service, package or bundle offering. The discount is intended to offset the Subscriber Line Charge and local line charge, although eligible packages and bundles may have toll calling included in the pricing for the offering.

The tariff pages outlining the terms of the Lifeline Program in Big Sandy Telecom, Inc are attached. The terms and conditions of residential basic local exchange service, package and bundle offerings can be found at <http://www.tariffs.net/fairpoint/tier.asp?cid=1644>.

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

BIG SANDY TELECOM, INC.

Colo. PUC No. 5
8th Revised Sheet No. 63
Cancels 7th Revised Sheet No. 63

Rules, Regulations or Extension Policy

LOCAL ACCESS SERVICE

4. Colorado Direct Service Programs

4.1 Lifeline Program

The Company shall provide Lifeline Program benefits as defined in 47 C.F.R. §54.401 (a) on a nondiscriminatory basis to all qualifying low-income customers. The Company's Lifeline Program offering shall comply with all applicable federal and state laws, including, but not limited to 47 C.F.R. Part 54, Subpart B; the FCC's Lifeline Reform Order (Report and Order released February 6, 2012, WC Docket No. 11-42, et al) and any subsequent clarifying orders.

(C)

(C)

(C)

4.1.1 RESERVED FOR FUTURE USE

(C)

(D)

(D)

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

BIG SANDY TELCOM, INC.

Colo. PUC No. 5
3rd Revised Sheet No. 63.1
Cancels 2nd Revised Sheet No. 63.1

Rules, Regulations or Extension Policy

LOCAL ACCESS SERVICE

4. Colorado Direct Service Programs (Cont'd.)

4.1 Low-Income Telephone Assistance Program (Cont'd.)

4.1.1 General Description (Cont'd.)

- (D) Eligible customers may choose one or both of the programs set forth in paragraphs 4.1.1(B) and (C).
- (E) Eligible customers may obtain "Low-income Toll Blocking" or "Low-Income Limited Toll Blocking" free of charge. "Low-Income Toll Blocking" is a service that does not allow any toll calls (1+ 1 or 0+). "Low-Income Limited Toll Blocking" provides the customer with limited ability to make toll calls by dialing 0+, and using a calling card, credit card, or prepaid calling card. Billed number screening is applied to all lines equipped with "Low-Income Toll Blocking" or "Low-Income Limited Toll Blocking". Billed number screening prevents most third party, and collect calls from being charged to the access line.
- (F) Eligible customers that elect to take "Low-Income Toll Blocking" will not be required to pay a service deposit.
- (G) Service will not be disconnected for nonpayment of toll as long as the eligible customer continues to pay the local service charges.
- (H) Eligible customers are offered toll control in the following manner. The customer must take "Low-Income Limited Toll Blocking". A line equipped with "Low Income Limited Toll Blocking" provides the customer with limited ability to make toll calls by dialing an 800 number, and using a calling card, credit card, or prepaid calling card.

4.1.2 Undertaking of the Telephone Company

- (A) The Telephone Company will begin providing the services and Low-Income Telephone Assistance Program discounts described in Section 4.1.1 preceding on the date this tariff is approved or becomes effective by operation of law.
- (B) The Telephone Company will waive the Service Order Charges to change to or from the Low Income Telephone Assistance Program due to change in eligibility status.
- (C) The Telephone Company will collect a surcharge as determined by the Commission to fund the Low-Income Telephone Assistance Program beginning on July 1, 1991, from each end user utilizing Local Exchange Service within its exchange(s) except as provided in 4.1.3 (C) following.

(T)